

[Cross-Border E-Commerce] Customer Support (Malay/English)

global team, in Osaka, No experience req

Job Information

Recruiter
United World Inc

Job ID
1538795

Industry
Internet, Web Services

Company Type
Small/Medium Company (300 employees or less)

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Osaka Prefecture

Salary
3.5 million yen ~ 4 million yen

Refreshed
November 25th, 2026 04:00

General Requirements

Career Level
Entry Level

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Other Language
Malay - Native Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

The company operates across four main divisions, with its core service being a proxy purchasing and delivery service that enables customers to buy Japanese products not available for purchase directly from overseas. In addition, the company runs a cross-border e-commerce platform selling Japanese goods internationally, a subscription-based service that delivers items symbolizing Japanese pop culture to customers abroad, and a one-stop service that supports Japanese businesses aiming to expand overseas — from marketing to logistics.

With the mission of spreading Japanese culture across the globe, the company is expanding its business in various directions.

[Company/Job Highlights]

Rapidly Growing Company
With over 1.7 million users worldwide, the company delivers "Made in Japan" products to more than 150 countries.
Since its founding in 2014, it has continued to break its own sales records each year, and in the previous fiscal year, it surpassed 10 billion yen in annual revenue.

Diverse Team
The company currently provides services in 19 languages.
At the Osaka headquarters, a multicultural team of members from six continents and over 30 countries, ranging in age from their 20s to 50s, work together.

Creativity and Innovation
The company is constantly embracing new ideas and technologies. Employees are encouraged to approach their work with creativity, which leads to the development of new services and business ventures.

Fast-Track Promotions
Promotions are a major motivator in the workplace. At this company, high-performing employees are rapidly promoted as both recognition of their achievements and an investment in their future potential. Some employees have been promoted to management positions within just six months of joining. Rather than focusing on tenure, the company prioritizes individual performance and assigns roles accordingly.

[Why they are hiring]
Their proxy-purchasing service enables customers in Malaysia to shop from popular Japanese e-commerce platforms that typically do not provide their services overseas.
To enhance the customer experience and offer a seamless shopping experience, we provide support in Bahasa Malaysia.
However, Malaysia is a very diverse country. English inquiries from customers are also very common and they need a trilingual team member able to handle both Malay and English inquiries.
You will be a part of an international team of over 20 customer support specialists, using your language skills to help their customers around the world and learn about E-commerce industry.

[Job description]
- Responding to customer inquiries in Malay and English
- Coordinating with different teams and departments (when necessary) to answer customer questions and solve customer problems
- Supervising part-time operators
- Other related tasks (Translation, etc.)

[Example day at work]
9~10 Morning routine: Get coffee, greet other employees in the office, check personal tasks or internal company messages from the day before.

10~12 Catch up: Handle outstanding inquiries that came in overnight from customers

12~13 Lunch Break (Enjoy eating outside the office or bring lunch to eat in their own cafeteria space)

13~14 Task Collaboration: Contact logistic center or export team regarding inquiries about outstanding shipments. Help other departments with minor tasks like translations for web banners when needed.

14~17 Focus block: Continue handling questions and concerns from customers or answer inquiries in other languages E.g. Japanese

17~18 Wrap up: Clean up your work space, Check for any remaining urgent tasks, and answer any questions before going home for the day.

Required Skills

[Personality]
Independent Mindset: A self-starter with strong communication skills, prior office experience, and a positive attitude towards their work.
Team Oriented: Someone who values teamwork and recognizes the importance of collaboration in achieving shared goals.
Computer Savvy: Someone comfortable using computers for work-related tasks and eager to learn new skills and software to improve efficiency.
Global Perspective: Someone who enjoys working in a professional setting with individuals of diverse ages and nationalities.

[Requirements]
- Native Bahasa Malaysia
- Business Level English (TOEIC 800 or above) Test not required
- Business Level Japanese (JLPT N2 or higher)Test not required

[Preferred Skills]
Translation Experience
Experience working in small to medium-sized companies
Experience working in e-commerce companies or working as customer support
Basic knowledge of HTML
Other language skills

Company Description