



Polish Language Customer Support

✳️International Workplace!

Job Information

Hiring Company

[ZenGroup Inc.](#)

Job ID

1565129

Industry

Internet, Web Services

Company Type

Large Company (more than 300 employees)

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Osaka Prefecture, Osaka-shi Chuo-ku

Train Description

Sakaisuji Line Station

Salary

3 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses included in indicated salary.

Refreshed

December 10th, 2025 11:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Other Language

Polish - Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Polish Language Customer Support

The Polish-language version of ZenMarket has been steadily growing since its launch in 2023. As our customer base expands, so does the number of online inquiries — and we're now looking for additional support.

If you enjoy connecting with people through technology, love Japanese culture, and want to make the most of your language skills, join our international customer support team and discover the fascinating products people are buying from Japan.

<Main Duties>

- Handling multilingual customer inquiries (only via chat)
- Cooperation and reporting with other teams when handling complaints.
- Management of remote operators (part-time staff).
- Other related duties (e.g., translation).

<About Us>

ZenGroup is an e-commerce company based in Osaka, Japan, with over 400 active employees across our headquarters and logistics centers. With a diverse workforce representing more than 34 nationalities, we support the international market in purchasing products from Japan and help Japanese companies sell their products overseas.

ZenGroup currently operates the following seven services:

- ZenMarket: A proxy-buying platform that enables international customers to shop in their own language on major Japanese e-commerce sites such as Mercari, Yahoo Auctions, Yahoo Shopping, and more.
- ZenPlus: An e-commerce marketplace that connects over 3,000 small to mid-sized Japanese businesses with international customers.
- ZenPromo: A promotional service that helps Japanese companies refine their international marketing strategies and build global brand awareness.
- ZenPop: A monthly subscription box service offering curated stationery items that highlight Japanese kawaii culture and other cultural elements.
- ZenLink: An HTML tag-based service for Japanese e-commerce companies that enables their products to be purchased on ZenMarket, driving international web traffic to their stores.
- ZenStudio: A creative agency specializing in web design and video production, supporting businesses entering digital media or enhancing their e-commerce presence to meet modern trends.

Today, our platform has over 2 million registered users, is available in 19 languages, and serves customers in over 181 countries across six continents—delivering Japanese products to the world.

Department:

Operations department

Customer support section (Section leader: 1, Vice section leader: 1, Team leaders: 5, Staff: 20)

Contract Type

Permanent employee (full time)

Positions Available

1

Reason for hire

Staff expansion

Working Hours

Shift schedule: rotational, with Sundays always off.

Schedules are provided monthly.

Standard working hours: 9:15 AM - 6:15 PM (8 working hours / 1 hour break)

Flextime available: start work anytime between 7:00

AM - 10:00 PM, with up to 2 hours of break time per day.

*Standard working hours apply during the initial training period (approx. 2 months).

Work Location

Osaka Sakaisuji L Tower, 1 Chome-7-7

Kawaramachi, Chuo, Osaka, Osaka Prefecture, Japan

*On-site

Access Osaka Metro Chuo Line Sakaisuji Honmachi Station 6 mins

Salary

250,000~Monthly (Based on previous experience and ability)

- Bonus: Twice a year (June and December)
- Salary Evaluation: Once a year
- 3 Month probationary period (Salary same as above)

Estimated salary in year 1:

3,00,000~3,500,000

Other Allowances

- Overtime (paid by minute)
- Transportation allowance (up to ¥30,000/month)
- Days Off & Vacation

Leave

- 5-day workweek (Shift Schedule)
 - New Year holiday (4 days)
 - Paid leave (26 days in year 1)
 - Congratulatory and condolence leave
 - Maternity/paternity leave
 - Child care leave
 - Personal day leave
- *Work is required on national holidays, excluding the New Year holiday.

Benefits

- Complete social insurance (workers' compensation, employment, health, welfare, pension)
- Business casual dress code (no suit required)
- Training system (job-specific, level-specific training)
- Japanese/English lessons
- In-house club activities (karaoke, day camp, etc.)
- Monthly company events
- Free tea and coffee

Regarding Paid Vacation

26 days of paid leave are provided from the first year, with the number increasing annually.
In 2024, the paid leave usage rate exceeded 80%.

Selection Process

- First Interview - Hiring Team (45-60 mins, online or in-person)
- *Logic test + Customer support test (Logic test excluded for online interviews)
- Second Interview - Customer support team (45-60 mins, in-person required)
- *Travel reimbursement up to ¥27,000 available for applicants outside the Kansai region
- *Logic test + Translation test (If not completed during the first interview)
- Third interview - HR planning team (45-60 mins, online or in-person)
- *Company culture test

Required Skills

<Who We Are Looking For>

【Must-Have Skills】

- Native Polish
- Business level Japanese (JLPT N2 or better) *Test not required
- Business level English (TOEIC 800 or above) *Test not required

【Preferred Skills】

- Language skills other than Polish, Japanese and English.
- Experience in the cross-border e-commerce industry or customer support.
- Translation experience
- Basic HTML knowledge.
- Additional language skills.

【Personality】

- Proactive Thinking & Action: Individuals who can handle tasks quickly and independently, possess excellent communication skills, and have prior experience working in an office environment.
- Team Player: Individuals comfortable working with a global team of over 20 members and prefer a teamwork approach to achieve goals.
- IT Knowledge: Individuals who are comfortable working on a computer for long periods during their daily work, with enthusiasm to learn new tools and software for work.
- Global-minded: Candidates who can embrace working within a diverse workplace with members of different ages, nationalities, cultures, and work perspectives.

Company Description