



## Spanish Language Customer Support

### Job Information

**Hiring Company**

[ZenGroup Inc.](#)

**Job ID**

1577957

**Division**

Operations department

**Industry**

Internet, Web Services

**Job Type**

Permanent Full-time

**Location**

Osaka Prefecture, Osaka-shi Chuo-ku

**Train Description**

Chuo Line, Sakaisuji Hommachi Station

**Salary**

3 million yen ~ 4 million yen

**Work Hours**

Shift schedule: rotational, with Sundays always off.

**Holidays**

5-day workweek (Shift Schedule)

**Refreshed**

April 15th, 2026 10:00

### General Requirements

**Career Level**

Entry Level

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Other Language**

Spanish - Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**«Job Description & Position Highlights»**

- Customer support handling Spanish-language chat and translation tasks
- Contribute to enhancing customer satisfaction by collaborating with multinational teams in the expanding cross-border e-commerce market
- Growth opportunities through diverse responsibilities including remote operator management and workflow

improvement

- Employee-friendly environment featuring 26 days of paid leave in the first year, flexible hours, and transportation allowance

### **[Job Responsibilities]**

Since its launch, the Spanish version of ZenMarket has seen significant growth among users worldwide. To support our expanding community, we are seeking a Spanish native speaker proficient in both Japanese and English.

You will serve as a vital link between our domestic operations and our international customers, managing email inquiries, translation projects, and small-scale projects or workflow improvements.

### ■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)

### ■Department :

Operations department

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

### ■Reason for hire :

Staff expansion

### ■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 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.

### **[Employment Type]**

Permanent employee (full time)

\*3 Month probationary period (salary same as below)

### **[Salary]**

260,000¥~Monthly (Based on previous experience and ability)

Estimated salary in year 1: 3.2~3.6M JPY

- Salary evaluation: Once a year
- Bonus: Twice a year (June and December)

### **[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

\*Access:Osaka Metro Chuo Line Sakaisuji Honmachi Station 6 mins

\*On-site

### **[Holidays & Leave]**

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

### **[Benefits & Welfare]**

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

## Required Skills

### **[Must-Have Skills]**

- Native level proficiency in Spanish.
- Japanese proficiency: Business level (appx.JLPT N2 or better)
- English proficiency: Business level (TOEIC 800 or higher).

### **[Preferred Skills]**

- Experience in translation.
- Work experience at small to medium-sized enterprises.
- Experience in the cross-border EC industry or Customer Support.
- Basic knowledge of HTML.
- Proficiency in other languages.

### **[Personality]**

- Independent Thinker: Able to act spontaneously, possesses excellent communication skills, has office work experience, and approaches work with a positive attitude.
- Team Player: Values teamwork and understands the importance of cooperating to achieve common goals.
- Computer Literacy: Can operate computers smoothly for work and is willing to learn new skills or software to improve efficiency.
- Global Perspective: Enjoys professional interaction with people of different ages and nationalities.

### **[Regarding the Selection]**

- Positions Available : 1
- Selection Process
  - ▽First interview – Recruiting Team
    - \*Online or In-person (45-60 min).
    - \*Logic test + Customer support test (Logic test is not conducted during online interviews)
  - ▽Second interview –
    - \*In-person (45-60 min)
    - \*Travel expenses up to 27,000 JPY available for candidates outside the Kansai region.
    - \*Logic Test + Translation test
  - ▽Third Interview – HR Planning Team
    - \*Online or In-person (45-60 min).
    - \*Situation Test

## Company Description