Malay/English Language Customer Support

Job Information

Hiring Company
ZenGroup Inc.

Job ID
1579620

Division
Customer Support Section

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 ~ 3.5 million yen

Work Hours
Shift schedule: rotational, with Sundays always off.

Holidays
5-day workweek (Shift Schedule)

Refreshed
March 9th, 2026 00:00

General Requirements

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Other Language
Malay - Native

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Comprehensive cross-border e-commerce support, including customer service and translation in Malay and English
- Serve as a bridge connecting users worldwide and delivering Japanese products overseas
- Multinational team environment where you can leverage language skills while honing coordination and responsiveness

- Workplace offering peace of mind for growth, with 26 days of paid leave in the first year and robust training programs

【Job Responsibilities】
The ZenMarket 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 we 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 our customers around the world and learn about Ecommerce industry.

■Main Duties：

- Responding to customer inquiries
- Coordinating with various teams to answer customer questions and solve customer problems
- Supervising part-time operators
- Other related tasks (Translation, etc.)

■Department：
Customer Support Section
Customer Support members: 29

■Reason for hire：
Vacancy

■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】
250,000¥~Monthly (Based on previous experience and ability)
Estimated salary in year 1: 3,000,000~3,500,000yen

- 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 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

【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.

【Regarding the Selection】

- Positions Available：1
- Selection Process
  ▽First interview – Hiring Team
  *Online or In-person (45-60 min).
  *Logic test + Customer support test (Logic test excluded for online interviews)
  ▽Second interview – Customer support team (45-60 mins, in-person required)
  *Travel expenses up to 27,000 JPY available for candidates 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

Company Description