French Customer Support

Job Information

Hiring Company
ZenGroup Inc.

Job ID
1586064

Division
Customer Support 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
Standard working hours: 9:15 AM – 6:15 PM

Holidays
5-day workweek (Shift Schedule)

Refreshed
November 26th, 2026 05:00

General Requirements

Career Level
Entry Level

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Other Language
French - Native Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Cross-border E-commerce Customer Support Utilizing French, Japanese, and English
- A rewarding role where you can leverage your language skills and international perspective to assist French-speaking users worldwide
- Gain experience managing remote operators and collaborating with a multinational team as part of the team

- Comprehensive benefits package, including a flexible work schedule, 26 days of paid leave in the first year, language training, and company events

【Job Responsibilities】
The French-language version of ZenMarket is our third-largest market, with many customers across French-speaking regions worldwide purchasing products from Japan through e-commerce.
To support the growing volume of inquiries handled by our customer support team, we are seeking a native French speaker with strong Japanese and English skills. Grow your professional career in an international environment and use your language abilities to connect our team with French-speaking users through high-quality customer support.

■Main Duties：

- Multilingual customer support (no phone calls, chat only)
- Collaboration and reporting with other teams during complaint handling
- Management of remote operators
- Other related duties (translation, etc.)

■Department：
Customer Support Department
(1 Section Manager, 1 Deputy Section Manager, 5 Team Leaders, 20 Support Staff)

■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】
¥270,000 ~ Monthly (Based on previous experience and ability)
Estimated salary in year 1: 3.2 ~ 3.7 M¥

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

【Working Hours】
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) : rotational, with Sundays always off.
  *Schedules are provided monthly.
  *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】

- French language : Native
- Business level Japanese (JLPT N2) *Certificate not required
- Business level English (TOEIC 800 or above) *Test not required

【Preferred Skills】

- Translation experience
- Professional work experience in small or medium-sized companies
- Experience in the cross-border e-commerce industry or customer support.
- Basic HTML knowledge.
- Additional language skills.

【Personality】

- Efficient thinking and execution:
  - Ability to handle tasks quickly and independently,excellent communication skills, and office experience.
- Team player:
  - Comfortable working as part of a global team of 20 or more people, emphasizing teamwork to achieve goals.
- IT literacy:
  - Ability to operate a computer smoothly for long periods of time in daily work. Also, eager to learn new tools and software to improve work efficiency.
- Global Perspective:
  - Ability to work in a diverse work environment with members of different ages, nationalities, cultures, and work ethics.

【Regarding the Selection】

- Positions Available：1
- 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

Company Description