



## Portuguese Language Customer Support

### Job Information

**Hiring Company**

[ZenGroup Inc.](#)

**Job ID**

1586185

**Division**

Operations Department, 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**

3.5 million yen ~ Negotiable, based on experience

**Work Hours**

Standard working hours: 9:15 AM – 6:15 PM

**Holidays**

5-day workweek (Shift Schedule)

**Refreshed**

April 16th, 2026 07:00

### General Requirements

**Career Level**

Entry Level

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Other Language**

Portuguese - Native

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**«Job Description & Position Highlights»**

- Responsibilities include customer service, translation, and support operations in Portuguese
- The rewarding experience of bringing Japanese products to the global market through interactions with users worldwide
- Build a career in a multilingual, global environment, even without prior experience

- A supportive work environment featuring a flexible schedule and high paid-time-off utilization rates

### **[Job Responsibilities]**

ZenMarket is used by customers in over 181 countries and regions worldwide. We are currently experiencing rapid growth in Portuguese-speaking markets across Latin America and Europe, making the role of customer support more important than ever.

To ensure the continued stability of our customer service and further strengthen the capabilities of our support team, we have decided to open a new position for a dedicated team member.

Join our customer support team of more than 20 international professionals and serve as a bridge, bringing the best of Japan to the world.

### ■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 :

Operations Department, Customer Support Section

(1 Section Manager, 1 Deputy Section Manager, 6 Team Leaders, 20 Staff)

### ■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]**

¥270,000 ~ Monthly (Based on previous experience and ability)

Estimated salary in year 1: 3.7M JPY / Yearly

- 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]**

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

**[Preferred Skills]**

- Translation experience
- Work experience in a small or medium-sized business
- Experience in the cross-border e-commerce industry or customer support
- Basic knowledge of HTML
- Other 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**