# Malay/English Language Customer Support

**Visa Sponsorship Available!**

## Job Information

**Hiring Company**
ZenGroup Inc.

**Job ID**
1618403

**Industry**
Internet, Web Services

**Job Type**
Permanent Full-time

**Location**
Osaka Prefecture, Osaka-shi Chuo-ku

**Train Description**
Chuo Line Station

**Salary**
3.5 million yen ~ 4 million yen

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

**Holidays**
5-day workweek (Shift Schedule)

**Refreshed**
November 10th, 2026 02:00

## General Requirements

**Career Level**
Entry Level

**Minimum English Level**
Business Level

**Minimum Japanese Level**
Daily Conversation Level

**Other Language**
Malay - Native Level

**Minimum Education Level**
Associate Degree/Diploma

**Visa Status**
No permission to work in Japan required

## Job Description

**≪Job Overview & Key Highlights of the Position≫**

- Handle customer inquiries in Malay and English, coordinate with internal teams, supervise part-time operators, and assist with translation tasks.
- Use multilingual skills to support customers worldwide and ensure a smooth shopping experience across Japanese e-commerce platforms.

- Join a multicultural team representing over 34 nationalities while gaining expertise in cross-border e-commerce and developing professional communication skills.
- Enjoy flexible start times between 7:00 AM and 10:00 AM, 26 days of paid annual leave from the first year, and company-provided language lessons.

**【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.

- 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.)

■Reason for hire：
Vacancy

■Department：
Customer Support Section
Customer Support members: 29

■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.

**【Contract Type】**
Permanent employee (full time)

**【Employment Type】**
Permanent employee (full time)
*3 Month probationary period (salary same as below)

**【Salary】**
270,000 JPY and up (depending on experience and ability)~Monthly
*Based on previous experience and ability

- 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)

Shift schedule: rotational, with Sundays always off.
Schedules are provided monthly.
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

**【Days Off & Vacation Leave】**

- 5-day workweek (Shift Schedule)
- 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
  *Work is required on national holidays, excluding the New Year holiday.

**【Benefits】**

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

**【Selection Process】**

- 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)
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  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)
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  Third interview - HR Planning Team (45-60 mins, online or in-person)
  *Company culture test

## Company Description