English Customer Support Representative

Visa Sponsorship Available!

Job Information

Hiring Company
ZenGroup Inc.

Job ID
1618414

Industry
Internet, Web Services

Job Type
Permanent Full-time

Location
Osaka Prefecture, Osaka-shi Chuo-ku

Train Description
Chuo Line Station

Salary
Negotiable, based on experience

Work Hours
9:15 ~ 18:15 PM (8 working hours / 1 hour break)

Holidays
5-day workweek (Saturday & Sunday off)

Refreshed
November 10th, 2026 02:00

General Requirements

Career Level
Entry Level

Minimum English Level
Native Level

Minimum Japanese Level
Business 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 via chat, coordinate with internal teams, analyze data, improve services, and supervise remote operators.
- Support customers worldwide through a global e-commerce platform, contributing to a seamless shopping experience and higher customer satisfaction.
- Identify operational issues and implement data-driven improvements while developing problem-solving skills in a growing international e-commerce business.
- Enjoy flexible start times between 7:00 AM and 10:00 AM, 26 days of paid annual leave from the first year, and

Japanese and English lessons.

【Responsibilities】

- Customer Inquiry Handling
  - ・Customer support via chat (no phone calls)
  - ・Collaboration and reporting with other departments using internal systems
- Efficiency Improvement and Business Process Improvement
  - ・Data analysis and service improvement proposals
  - ・Error reporting and corrective testing
- Management of Remote Operators
  - ・Quality improvement and feedback
  - ・Follow-up on daily operations
- Other related tasks (translation, etc.)

■Reason for hire：
Vacancy/Staff expansion
Strengthening organizational capabilities due to business expansion

■Department：
Customer Support Department
Customer Support Department (1 Manager, 1 Deputy Manager, 6 Team Leaders, 20 Support Staff)

■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 five 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.
- 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】
Full-time Employee

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

● Bonus: Twice a year (June and December)
● Salary evaluation: Once a year
● 3 Month probationary period (salary same as above)

Estimated salary in year 1:

【Working Hours】
Standard working hours: 9:15 ~ 18:15PM (8 working hours / 1 hour break)

Flextime available: Start work anytime between 7:00 AM - 10:00 AM, with up to 2 hours of break time per day.
*Standard working hours apply during the initial training period (approx. 2 months).

【Work Location】
Head Office (Osaka Sakaisuji L Tower, 1-7-7 Kawaramachi, Chuo-ku, Osaka)
*On-site

Access
Osaka Metro Chuo Line Sakaisuji Honmachi Station 6 mins

【Days Off & Vacation Leave】

- 5-day workweek (Saturday & Sunday off)
- New Year holiday (4 days)
- Paid leave (26 days in year 1, increasing yearly)

26 days of paid leave are provided from the first year, with the number increasing annually.
In 2025, 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】

- English language : Native
- Business level Japanese (JLPT N2) *Certificate not required

【Preferred Skills】

- Experience in the cross-border e-commerce industry or customer support
- Translation experience
- Practical experience in small to medium-sized enterprises
- Basic HTML knowledge
- Other language skills

【Personality】

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

【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)
⇒
Third Interview (45~60mins) - HR Planning Team *online or in-person
*Company culture test

Company Description