



[Cross-Border E-Commerce] Customer Support Specialist (FR)

global team, in Osaka, No experience req

募集職種

人材紹介会社

ユナイテッドワールド株式会社

求人ID

1536022

業種

インターネット・Webサービス

会社の種類

中小企業 (従業員300名以下)

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

大阪府

給与

350万円 ~ 400万円

更新日

2025年04月30日 12:56

応募必要条件

キャリアレベル

新卒・未経験者レベル

英語レベル

ビジネス会話レベル (英語使用比率: 50%程度)

日本語レベル

ビジネス会話レベル

その他言語

フランス語 - ネイティブ

最終学歴

高等学校卒

現在のビザ

日本での就労許可が必要です

募集要項

The company operates across four main divisions, with its core service being a proxy purchasing and delivery service that enables customers to buy Japanese products not available for purchase directly from overseas. In addition, the company runs a cross-border e-commerce platform selling Japanese goods internationally, a subscription-based service that delivers items symbolizing Japanese pop culture to customers abroad, and a one-stop service that supports Japanese businesses aiming to expand overseas — from marketing to logistics.

With the mission of spreading Japanese culture across the globe, the company is expanding its business in various directions.

[Company/Job Highlights]

Rapidly Growing Company

With over 1.7 million users worldwide, the company delivers "Made in Japan" products to more than 150 countries. Since its founding in 2014, it has continued to break its own sales records each year, and in the previous fiscal year, it surpassed 10 billion yen in annual revenue.

Diverse Team

The company currently provides services in 19 languages.

At the Osaka headquarters, a multicultural team of members from six continents and over 30 countries, ranging in age from their 20s to 50s, work together.

Creativity and Innovation

The company is constantly embracing new ideas and technologies. Employees are encouraged to approach their work with creativity, which leads to the development of new services and business ventures.

Fast-Track Promotions

Promotions are a major motivator in the workplace. At this company, high-performing employees are rapidly promoted as both recognition of their achievements and an investment in their future potential. Some employees have been promoted to management positions within just six months of joining. Rather than focusing on tenure, the company prioritizes individual performance and assigns roles accordingly.

[Why they are hiring]

A member of their customer support team has transitioned to a different department, creating an opening to add a talented new customer support representative.

The French language represents their third largest user base, highlighting a strong need for native French speakers.

To further enhance our team and ensure timely, communication with their customers, they seek a trilingual skilled member to join their customer support team.

While living in Japan, you will have the opportunity to utilize your French, Japanese, and English skills, building your career professionally.

[Job description]

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

[Example day at work]

9~10 Morning routine: Get coffee, greet other employees in the office, check personal tasks or internal company messages from the day before.

10~12 Catch up: Handle outstanding inquiries that came in overnight from customers

12~13 Lunch Break (Enjoy eating outside the office or bring lunch to eat in their own cafeteria space)

13~14 Task Collaboration: Contact logistic center or export team regarding inquiries about outstanding shipments. Help other departments with minor tasks like translations for web banners when needed.

14~17 Focus block: Continue handling questions and concerns from customers or answer inquiries in other languages E.g. Japanese

17~18 Wrap up: Clean up your work space, Check for any remaining urgent tasks, and answer any questions before going home for the day.

スキル・資格

[Personality]

- Someone with good communications skills, with experience working in an office and who brings a positive attitude to their work
- Someone excited to grow with us ambitiously as they continue to expand
- Someone able to cooperate with people of many different ages, nationalities, and backgrounds in a professional setting

[Requirements]

- Native French
- Business Level English (TOEIC 800 or above) Test not required
- Business Level Japanese (JLPT N2 or higher) Test not required

[Preferred Skills]

- 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

会社説明