German & English Language Customer Support

募集職種

採用企業名
ZenGroup株式会社

求人ID
1577959

部署名
Operations department

業種
インターネット・Webサービス

雇用形態
正社員

勤務地
大阪府, 大阪市中央区

最寄駅
中央線、　堺筋本町駅

給与
300万円 ~ 400万円

勤務時間
Shift schedule: rotational, with Sundays always off.

休日・休暇
5-day workweek (Shift Schedule)

更新日
2026年11月11日 08:00

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

日本語レベル
ビジネス会話レベル

その他言語
ドイツ語 - ネイティブレベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

≪Job Description & Position Highlights≫

- Customer support handling chat inquiries and translation tasks in German, English, and Japanese
- Contribute to enhancing customer satisfaction by collaborating with a multinational team in the rapidly growing cross-border e-commerce market
- Gain diverse experience including part-time operator management and process improvement

- Enjoy a supportive work environment with 26 days of paid leave in the first year, flexible hours, and transportation allowance

【Job Responsibilities】
The German language version of ZenMarket was launched in 2023 and has grown considerably ever since. As our community expands, we are once again looking for a German, Japanese, and English-speaking customer support professional to join our team.
At ZenGroup, our support team thrives on multilingual communication. If you are looking to utilize your language skills in a truly international business setting, this is the perfect role for you. Grow your career with us here in Japan and discover the exciting world of E-commerce

■Main Duties：

- Handling multilingual customer inquiries (only via chat)
- Cooperation and reporting with other teams when handling complaints.
- Management of remote operators (part-time staff).
- Other related duties (e.g., translation).

■Department：
Operations department
Customer support section (Section leader: 1, Vice section leader: 1, Team leaders: 5, Staff: 20)

■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】
Shift schedule:rotational, with Sundays always off. Schedules are provided monthly.
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)
  *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

スキル・資格

【Must-Have Skills】

- Native level proficiency in German (Mother tongue).
- English proficiency: Business level (TOEIC 800 or higher) Certification not required.
- Japanese proficiency: Business level (JLPT N2 or better).

【Preferred Skills】

- Translation experience
- Work experience at small to medium-sized enterprises.
- Experience in the cross-border EC industry or Customer Support.
- Basic knowledge of HTML.
- Proficiency in other languages.

【Personality】

- Independent Thinker: Able to act proactively with independent thought, possesses excellent communication skills for smooth cooperation, has office work experience, and approaches work with a positive attitude.
- Team Player: Values building trust with team members and finds joy in achieving common goals together.
- Adaptability to IT Skills: Can smoothly operate computers for work and has the drive to actively learn new tools/software to improve efficiency.
- Global Mindset: Enjoys professional interaction in a global environment with people of different ages, nationalities, and cultures.

【Regarding the Selection】

- Positions Available：1
- Selection Process
  ▽First interview – Recruiting Team
  *Online or In-person (45-60 min).
  *Logic test (30mins) + Customer support test (45mins) (Logic test is not conducted during online interviews)
  ▽Second interview – Customer support team
  *45-60 min
  *Travel expenses up to 27,000 JPY available for candidates outside the Kansai region.
  *Logic Test + Translation test
  ▽Third Interview – HR Planning Team
  *Online or In-person (45-60 min).
  *Situation Test

会社説明