



Chinese Language Customer Support

Job Information

Hiring Company

[ZenGroup Inc.](#)

Job ID

1477996

Industry

Digital Marketing

Company Type

Large Company (more than 300 employees)

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Osaka Prefecture

Salary

3.5 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses included in indicated salary.

Work Hours

9:15 ~ 18:15

Holidays

完全週休2日制（シフト制） ・ 年末年始休暇 ・ 有給休暇（初年から26日間実装、入社時10日、半年後16日支給）

Refreshed

June 20th, 2024 00:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Daily Conversation

Other Language

Chinese (Mandarin) - Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

ABOUT US

◆ Who We Are

We are ZenGroup, a global e-commerce company based in Osaka serving customers all around the world. We are a diverse team representing 32 nationalities, 6 continents, and providing our services to the world in 19 languages.

◆ What We Do

- We connect Japan to the rest of the world by providing a marketplace for foreigners to enjoy Japanese products in 19 languages through our ZenMarket proxy buying platform.
- Via our ZenPop service we offer a subscription box service delivering highly curated boxes of snacks, stationery supplies and other goods all over the world.
- For Japanese brands looking to break into the world of ecommerce we offer our ZenPlus EC-Mall where the best of "made in Japan" can market their goods to a global audience.
- Japanese companies seeking solutions to improve their advertising strategies towards foreign markets can utilize ZenPromo, our ad consulting service.

◆ Why We Are Hiring

We have been running a Chinese-language version of ZenMarket, making it easier for our Chinese customers to access Japanese products. To maintain our commitment to serving our customers in China, we're looking for a friendly and enthusiastic team member to join our customer service team. In this role, you will have the opportunity to advance your career by applying your trilingual skills to communicate with both our internal team and our international customers.

◆ Position Title

- Chinese Language Customer Support

◆ Duties Include

- 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.)

◆ Example Day at Work

9~10 Morning routine: Get coffee, say hi to everyone, briefly review internal messages from the day before, and begin working on customer support tickets.

10~12 Catch up: Handle outstanding Chinese tickets that came in overnight, and continue with ongoing translation tasks.

12~13 Lunch Break

13~14 Squad up: Finish prior translation tasks, and help other departments with any other minor tasks, or new translation requests.

15~17 Cross-Team Ticket Assistance: Support team members with resolving outstanding tickets across various languages (English, Japanese, etc.).

17~18 Wrap up: Complete any remaining tickets for the day, communicate with your overseas operators and answer any questions before going home for the day.

Required Skills

<Who We Are Looking For>

◆ 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 we continue to expand
- Someone able to cooperate with people of many different ages, nationalities, and backgrounds in a professional setting.

◆ Must-Have Skills

- Native Level Chinese
- Business Level Japanese (JLPT N2 or higher)
- Business Level English

◆ Preferred Skills

- Able to type and read Traditional Mandarin
- 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

◆ Employment Type

- Permanent Employee (Full Time)
- ※ Probationary period of 3 months
- On-site work (Remote Work not available)

◆ Working Hours

- 9:15 ~ 18:15
- Two days off per week.
Year-end and new years holidays
26 paid days off per year (Increases year over year)

◆ Salary

- ¥250,000+ per month (Based on previous experience and ability)
- Bonus twice a year (June and December)

◆ Benefits

- Raise once per year
 - Transportation Allowance (Up to ¥30,000 per month)
 - Overtime Pay (Paid by the minute)
 - Unemployment Insurance, National Health Insurance, Worker's Accident Insurance
 - Business casual dress code (No suit required)
 - Relocation Allowance: ¥100,000 available for applicants relocating to Osaka from outside the Kansai region.
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Company Description