



Polish Language Customer Support

✦ **International Workplace!**

Job Information

Hiring Company

[ZenGroup Inc.](#)

Job ID

1517244

Industry

Internet, Web Services

Company Type

Large Company (more than 300 employees)

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Osaka Prefecture, Osaka-shi Chuo-ku

Train Description

Sakaisuji Line Station

Salary

3.5 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses included in indicated salary.

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Other Language

Polish - Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

◆ 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 over 30 nationalities, 6 continents, and providing our services in 19 languages.

◆ Company Overview

ZenGroup Inc. is composed of five divisions:

- **ZenMarket:** A proxy buying service for Japanese products unavailable overseas.
- **ZenPlus:** A cross-border e-commerce mall selling Japanese goods internationally.
- **ZenPop:** A subscription service delivering Japanese stationery items worldwide.
- **ZenPromo:** A one-stop solution for Japanese companies seeking to expand abroad, offering services from marketing to shipping.
- **ZenStudio:** Our new creative agency specializing in web design, photo and video production, social media, and graphic design.

Through all our services, we aim to showcase the best of Japan globally and capture 20% of the world's cross-border e-commerce sales!

◆ Why We Are Hiring

Towards the end of 2024, we experienced a surge in traffic and purchases of Japanese products, driving significant market growth for the Polish language version of ZenMarket. As our customer base across all language versions continues to expand, the demand on our support team has also increased, with a growing number of inquiries from Polish-speaking customers.

To maintain our high standards of service and provide a seamless experience, we are hiring a **Polish-speaking Customer Support Specialist** who can elevate customer satisfaction and contribute to our team's continued success.

Join our international team of support professionals and take your career to the next level by utilizing your trilingual skills in a dynamic, global environment.

◆ Position Title

- **Polish Language Customer Support**

◆ Duties Include

- Responding to customer inquiries.
- Coordinating with different teams and departments (when necessary) to answer customer questions and solve customer problems.
- Supervising part-time operators.
- Other related tasks (e.g., translation).

◆ Example Day at Work

- **9:00–10:00 Morning Routine:** Get coffee, greet employees, check tasks or messages from the day before.
- **10:00–12:00 Catch-up:** Handle overnight Polish customer inquiries.
- **12:00–13:00 Lunch Break:** Relax outside or in ZenGroup's cafeteria.
- **13:00–14:00 Task Collaboration:** Communicate with logistics/export teams and support other departments with minor tasks like translations.
- **14:00–17:00 Focus Work:** Continue responding to Polish customer questions and other inquiries (e.g., in English).
- **17:00–18:00 Wrap-Up:** Organize workspace, handle urgent tasks, and answer final questions before ending the day.

◆ Employment Type

- Full-time, permanent.
3-month probationary period.
- On-site work (remote not available).

◆ Working Hours

- 9:15 AM – 6:15 PM.
Flextime available post-training.
- Shift-based schedule.
- Two days off per week, year-end, and New Year's holidays.
- 26 paid days off per year (increasing yearly).

◆ Salary

- ¥250,000+ per month (based on experience).
- Bi-annual bonus (June and December).

◆ Benefits

- Annual raise.
- Transportation allowance (up to ¥30,000/month).

- Overtime pay (minute-based).
 - Full social insurance (workers' compensation, health, welfare pension).
 - Business casual dress code (no suits required).
 - Training and qualification support.
 - Club activities and company events.
 - Free drinks (tea/coffee).
 - Maternity/paternity leave.
 - Relocation allowance (up to ¥100,000 for Osaka relocation).
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Required Skills

◆ Who We Are Looking For

- **Independent Mindset:** A self-starter with communication skills and a positive attitude.
- **Team-Oriented:** Values teamwork and collaboration.
- **Computer Savvy:** Comfortable with software and eager to learn new skills.
- **Global Perspective:** Enjoys working with diverse individuals.

Must-Have Skills

- Native-level **Polish**.
- Business-level **Japanese** (JLPT N2+).
- Business-level **English** (TOEIC 800+).

Preferred Skills

- Translation experience.
- E-commerce or customer support experience.
- Basic HTML knowledge.
- Other language skills.

◆ Hiring Process

1. Resume screening (1–3 days).
 2. **First Interview:** HR team (60 min), 7-question logic test (30 min), Customer Support Test (45 min).
 3. **Second Interview:** Support team (60 min), Translation Test (30 min).
 4. **Third Interview:** HR team (60–90 min), Company Culture Test (2 days).
 5. Hiring decision.
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