



ZenPlus Customer Support | Join a dynamic international team

Expand your knowledge of Ecommerce

募集職種

採用企業名

ZenGroup株式会社

求人ID

1514622

業種

デジタルマーケティング

会社の種類

大手企業 (300名を超える従業員数)

外国人の割合

外国人 多数

雇用形態

正社員

勤務地

大阪府

給与

350万円 ~ 経験考慮の上、応相談

ボーナス

給与：ボーナス込み

勤務時間

9:15 ~ 18:15

休日・休暇

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)

更新日

2025年01月08日 19:26

応募必要条件

職務経験

1年以上

キャリアレベル

中途経験者レベル

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

フランス語 - ネイティブ

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

<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 33 nationalities, 6 continents, and providing our services to the world in 19 languages.

◆ What We Do

ZenGroup Inc. is composed of five divisions:

- ZenMarket, a proxy buying service for Japanese products unavailable overseas
- ZenPlus, a cross-border e-commerce site 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 Japanese products and bring 20% of the world's cross-border e-commerce sales to Japan!

◆ Why We Are Hiring

· ZenPlus is a steadily growing service in Japan, with over 3,000 Japanese stores already registered. We are in an exciting phase of expansion and development. With the rise in customer inquiries through social media and email, we're looking for a new customer support team member to join our dynamic and collaborative team. This role offers the opportunity to work in a close-knit environment, gaining hands-on experience across all aspects of eCommerce operations while directly contributing to the platform's success through exceptional customer service. In addition to handling customer inquiries, you will monitor and provide recommendations for improving existing systems and participate in various side projects, such as automation initiatives.

◆ Position Title

- ZenPlus Customer Support

◆ Duties Include

- Handling customer inquiries
- Cooperation and reporting with other teams regarding customer complaint resolution
- Collaborative tasks with the marketing team
- Other related tasks (e.g., translation, Automation)

◆ Example Day at Work

9~10 Morning routine: Arrive at the office, grab coffee, greet the team, and any internal Slack messages. Begin with checking customer inquiries, orders, and identifying any urgent issues that came in after hours.

11~12 Meetings: Meet weekly with other ZenPlus departments (eg. Marketing, Sales) and discuss latest campaigns, new systems and company's direction.

12~13 Focus Block: Go through any outstanding customer inquiries via social media and email. Check the internal ticket system to communicate with other departments.

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

15~17 Focus Block Continued : Handle customer inquiries and check orders for any outstanding issues like addresses discrepancies, unshippable goods, or fraudulent activity. Additional free-time spent on long-running projects within ZenPlus.

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

スキル・資格

<Who We Are Looking For>

◆ Personality

- Customer-Centric Thinker: Someone who can empathize with customers and approach situations from their perspective to provide the best possible support.
- Writing Enthusiast: Someone who thoughtfully crafts their words, carefully considering the tone, choice of language, and the emotions they evoke in the reader.
- Even-Tempered: Someone with a calm and composed demeanor, capable of maintaining professionalism even in challenging or high-pressure situations.

◆ Must-Have Skills

- Business Level Japanese (JLPT N2 or better) ※Test not required
- Business Level English ※Test not required
- Customer Support Experience (2+ years or longer)
- Strong problem-solving skills and a proactive approach to resolving issues
- Organizational skills and attention to detail in managing customer inquiries

◆ Preferred Skills

- Experience in a bilingual or multilingual customer support environment
- Knowledge of international shipping processes and logistics
- Familiarity with social media engagement or Ecommerce customer support
- Technical troubleshooting skills or interest in learning eCommerce operations and automation processes.
- Certification or training in customer service
- Additional language skills; Chinese etc.

◆ Employment Type

- Permanent Employee (Full Time)

※ Probationary period of 3 months

· On-site work (Remote Work not available)

◆ **Working Hours**

· Shift 9:15 ~ 18:15

· Flex time available: Core time 10:00 - 16:00 (8 hours of actual work)

* Up to 2 hours Lunch break

· Year end and new years holidays (4 days)

· Total 26 paid days off per year (Increases year over year)

◆ **Salary**

· ¥270,000 or more 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)

· Relocation Allowance: ¥100,000 available for applicants relocating to Osaka from outside the Kansai region. · Overtime

Pay (Paid by the minute)

· Complete social insurance (workers' compensation, employment, health, welfare pension)

· Business casual dress code (No suit required)

· Qualification acquisition support system

· Training system (job-specific, level-specific training)

· In-house club activities (karaoke, day camps, etc.)

· Monthly company events

· Free tea and coffee

· Maternity and Paternity leave

◆ **Recruitment process**

① Resume Screening

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② First interview +7-Question Logic Test, Customer Support Test (1hr. 45mins) (HR recruiting member)

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③ Second interview (CEO) + ZenPlus Team Leader

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④ Third interview (HR planning team member) =====

会社説明