



Expo 2025 Osaka, Kansai, Japan Staff Recruitment Guidelines

Crew categories	Core crew	Support crew
Uniform		
Number of people to be hired (tentative)	Approx. 300	Approx. 300 or more
Overview of duties *You can choose which category you wish to apply for (core or support), but you may not be offered your preferred duties.	<p>As visitor service personnel, provide assistance to visitors at entry/exit gates and service facilities.</p> <ul style="list-style-type: none"> ● Providing information at information desks ● Checking tickets at entrance/exit gates ● Assisting lost children, handling of lost and found items, handling of strollers and other loaned items, and organizational guidance ● Foreign language support ● Sign language support ● Inputting data into a PC etc. 	<p>Patrol the venue, guide and provide information to visitors, and provide support for any problems, etc. they may have.</p> <ul style="list-style-type: none"> ● Providing visitors with guidance and information around entrance/exit gates ● Patrol duties within the venue ● Helping visitors to get on and off elevators on the Grand Roof (Ring) ● Information and guidance on the Ring ● Support for service facilities (information desks, etc.) within the venue etc.
Place of work	Expo 2025 Osaka, Kansai, Japan venue	
Working conditions/benefits	<ul style="list-style-type: none"> • Hourly wage: 1,850 yen • Late-night work allowance (25% increase in hourly wage from 10:00 p.m. onward) • Transportation expenses: up to 50,000 yen/month, actual expenses paid * During the training period, 10,000 yen per day training allowance (including transportation expenses) is provided. • Paid vacations provided ● Social insurance, health insurance, employee pension, and unemployment insurance provided ● Dormitory (for those whose homes are not within commuting distance) • Uniform provided ● Preference given to those who can work all days and hours 	<ul style="list-style-type: none"> • Hourly wage: 1,850 yen • Late-night work allowance (25% increase in hourly wage from 10:00 p.m. onward) • Transportation expenses: up to 50,000 yen/month, actual expenses paid * During the training period, 10,000 yen per day training allowance (including transportation expenses) is provided. • Paid vacations provided ● Social insurance, health insurance, employee pension, and unemployment insurance provided (enrolment in the various insurance schemes depends on the number of working days and hours) • Uniform provided ● Anyone can apply, especially those who want to have a side job or make the most of their spare time between housework or schoolwork, or those who want to work intensively for a short period of time
Working days/hours	<ul style="list-style-type: none"> ● 5 days per week (average), with 2 days off. ● 7 hours and 15 minutes between 8 a.m. and 11 p.m. (with a 45-minute break) <p>Example shifts</p> <ul style="list-style-type: none"> • Early shift: 8 a.m. to 4 p.m. • Late shift: 3:00 p.m. to 11:00 p.m., etc. <p>* You may be required to work before 8 a.m. or after 11 p.m. depending on where you are assigned.</p>	<ul style="list-style-type: none"> ● Work from 1 to 5 days per week. Minimum 4 hours between 8 a.m. and 11 p.m. (with a short break) <p>Example shifts</p> <ul style="list-style-type: none"> • 8 a.m. to 12 p.m. • 11 a.m. to 4 p.m. • 2 p.m. to 7 p.m. • 3 p.m. to 9 p.m. • 6 p.m. to 11 p.m., etc. <p>* You can work flexibly in terms of period, days, and hours.</p>
Eligibility	<ul style="list-style-type: none"> • Must be in possession of a valid visa that permits work in Japan • Must be at least 18 years old as of April 12, 2025 (the day before the opening day of the expo) • Can communicate in Japanese, including reading and writing • Able to participate in e-learning and pre-training sessions on all days • Can commute by public transportation • Ability to communicate in foreign languages or sign language would be a bonus ● Able to work throughout the duration of the expo 	<ul style="list-style-type: none"> • Must be in possession of a valid visa that permits work in Japan * To work after 10 p.m., must be at least 18 years old as of April 12, 2025 (the day before the opening day of the expo). • Can communicate in Japanese, including reading and writing • Able to participate in e-learning and pre-training sessions on all days • Can commute by public transportation • Ability to communicate in foreign languages or sign language would be a bonus
Period of employment	<p>Training period: Scheduled to be around 20 days between October 2024 and March 31, 2025</p> <p>Employment period: Shifts between April 13, 2025 and October 13, 2025</p>	<p>Training period: Scheduled to be around 4 to 10 days between October 2024 and April 12, 2025</p> <p>Employment period: Shifts between April 13, 2025 and October 13, 2025</p>

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Crew categories	Core crew	Support crew
Application period	April 13 (Sat.) - June 30 (Sun.), 2024	
Selection process	<p>First round: Screening is based on responses given to online questions (including a recorded interview). Selection will be made immediately or within a week after the answers are received. Those who pass the first round will be asked to schedule an interview via chatbot or via notification email.</p> <p>Second round: Face-to-face interview and aptitude test (Osaka only) Mid-July 2024 or later</p> <p>Offer of employment: September 2024</p> <p>Briefing for applicants with job offers: October 2024</p> <p>* All expenses related to the application and selection process (transportation, accommodation, etc.) are to be borne by the applicant.</p>	<p>First round: Screening is based on responses given to online questions. Selection will be made immediately or within three days after the answers are received. Those who pass the first round will be asked to schedule an interview via chatbot or via notification email.</p> <p>Second round: Online interview or recorded interview (in principle, interviews to be conducted online)</p> <p>Offer of employment: For online interviews, within one week after the interview. For recorded interviews, within two weeks of recording</p> <p>Briefing for applicants with job offers: To be held sequentially from October 2024 onward.</p>

Applications/inquiries

EXPO Service Crew Recruitment Center Asia and Pacific Trade Center, ITM Bldg. 3F E-3B 2-1-10 Nankokita, Suminoe-ku, Osaka 559-0034, Japan

Website: <https://servicecrew.expo2025.or.jp/> (Japanese only) E-mail: expo2025_exposervicecrew@tsp-work.jp

Tel: 06-6606-8915 *Applications accepted until the end of June 2024 /10 a.m. to 6 p.m. Monday-Saturday (closed on Sundays and holidays)

Note: Applications and inquiries through the website, e-mail or telephone can only be made in Japanese.

Employers: TSP TAIYO Inc., ACTIO CORPORATION, HITO-Communications Inc.

*You will be hired by a different employer depending on the position you are allocated.