

## Chapter 9

### Employment and Labor Conditions



Saitama's Prefectural Mascot  
Kobaton

- 1 Eligibility to Work
- 2 Finding a Job
- 3 Work-related Problems

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#### 1 Eligibility to Work

Foreign residents can only work in Japan if it is permitted by their status of residence. There are restrictions on the type of work you can engage in depending on your status of residence (with the exception of Permanent Resident, Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, and Long-Term Resident. You cannot work in Japan if your status of residence is one of the following: Cultural Activities, Temporary Visitor, Student, Training, Dependent, or Designated Activities (though terms differ depending on the particular designation).

If you have a status of residence such as Student or Dependent and wish to engage in work (including part time jobs), you must first apply for “Permission to Engage in an Activity Other Than That Permitted by the Status of Residence Previously Granted” at your local immigration office.



## Consultations and Inquiries

Name	Phone	Access	Reception Hours	Language
Tokyo Regional Immigration Services Bureau	0570-034259 (IP, if calling from overseas: 03-5796-7234)	5-5-30 Konan, Minato-ku, Tokyo  From the Konan Exit at JR Shinagawa Station, take Toei Bus "Shinagawa Futo Junkan" and get off at the "Tokyo Nyukoku-zairyuu-Kanrikyoku mae" bus stop.	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese
Saitama Branch Office, Tokyo Regional Immigration Services Bureau	048-851-9671	1F Saitama Second Legal Affairs Joint Government Building 5-12-1 Shimo-ochiai, Chuo-ku, Saitama-shi, Saitama Prefecture  8-minute walk from Yono Honmachi Station (JR Saikyo Line)	9:00 - 16:00 Mon - Fri (Excluding National Holidays and the New Year's holiday period)	Japanese

## 2 Finding a Job

### (1) Public Employment Security Offices (Hello Work)

Public Employment Security Offices (Hello Work) provide many services for foreign residents whose status of residence permits them to work. Hello Work provides job consultations, occupational placements, unemployment insurance benefits, and introductions to public training courses. To apply for employment, please go to your nearest Public Employment Security Office (Hello Work).

### (2) The Employment Insurance System

Employment Insurance provides unemployment benefits. The purpose is to provide stability to workers and encourage them to find another job. (Certain requirements must be met to receive benefits.)



## Consultations and Inquiries

### Public Employment Security Offices (Hello Work)

Office	Phone	Employment Service Corner for Foreign Residents (Excluding National Holidays and the New Year's holiday period)	Address
Urawa Public Employment Security Office	048-832-2461	<b>Fri:</b> English, Spanish, Portuguese	5-8-40 Tokiwa, Urawa-ku, Saitama-shi
Omiya Public Employment Security Office	048-667-8609	<b>Wed:</b> Chinese <b>Fri:</b> English, Portuguese	1-525 Onari-machi, Omiya-ku, Saitama-shi
Kawaguchi Public Employment Security Office	048-251-2901	<b>Mon:</b> English, Spanish <b>Tue:</b> English, Chinese, Spanish <b>Wed:</b> Spanish, Portuguese, Chinese <b>Thurs:</b> Vietnamese <b>Fri:</b> English, Spanish, Portuguese	3-2-7 Aoki, Kawaguchi-shi
Kumagaya Public Employment Security Office	048-522-5656	<b>Tue, Thurs:</b> English, Spanish, Portuguese	5-6-2 Hakoda, Kumagaya-shi
Kumagaya Public Employment Security Office, Honjo Branch	0495-22-2448	<b>Mon, Wed, Fri:</b> Spanish, Portuguese	2-5-1 Chuo, Honjo-shi
Kawagoe Public Employment Security Office	049-242-0197	<b>Mon:</b> Spanish, Portuguese <b>Thurs:</b> English, Spanish, Portuguese	1F Kawagoe Goudo Chosha 1-19-8 Toyodahon, Kawagoe-shi
Kawagoe Public Employment Security Office, Higashimatsuyama Branch	0493-22-0240		1088-4 Kaminomoto, Higashimatsuyama-shi
Tokorozawa Public Employment Security Office	04-2992-8609		1・2F Tokorozawa Goudo Chosha, 6-1-3 Namiki, Tokorozawa-shi
Tokorozawa Public Employment Security Office, Hanno Branch	042-974-2345		1F Hanno Goudo Chosha, 94-15 Namiyanagi, Hanno-shi
Chichibu Public Employment Security Office	0494-22-3215		1002-1 Shimo-Kagemori, Chichibu-shi
Kasukabe Public Employment Security Office	048-736-7611	<b>Mon:</b> English, Portuguese <b>Thurs:</b> Spanish	61-3 Shimo-Omasu-Shinden, Kasukabe-shi
Gyoda Public Employment Security Office	048-556-3151		943 Nagano, Gyoda-shi
Soka Public Employment Security Office	048-931-6111	<b>Wed:</b> English, Portuguese <b>Thurs:</b> Chinese <b>Fri:</b> English, Portuguese	4-10-7 Benten, Soka-shi
Asaka Public Employment Security Office	048-463-2233	<b>Fri:</b> English	1-1-37 Honcho, Asaka-shi
Koshigaya Public Employment Security Office	048-969-8609	<b>Tue:</b> English, Portuguese	1-5-6 Higashi-Koshigaya, Koshigaya-shi

## A Guide to Living in Saitama

### \*Reception hours for the Employment Service Corner for Foreign Residents:

- Urawa, Omiya, Kumagaya, Soka, Koshigaya	10:00-12:00, 13:00-15:30
- Kawaguchi	10:00-12:00, 13:00-16:00
- Honjo, Kasukabe, Asaka	10:00-12:00, 13:00-15:15
- Kawagoe	10:00-12:00, 13:00-15:45

### Other Contacts for Consultations

Office	Eligibility	Phone	Address	Language	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Saitama Work Center <a href="https://hwus.jp/">https://hwus.jp/</a>	Anyone	048-826-5601	3F Lamza Tower, 1-10-1 Numakage, Minami-ku, Saitama-shi	Japanese	Mon - Fri: 10:00 - 19:00 Sat: 10:00 - 17:00 *Days and hours vary depending on the service. Please see the website for details.
Youth Independence Support Center (YISC), Saitama <a href="https://www.yisc-saitama.com/">https://www.yisc-saitama.com/</a>	Unemployed persons between 15 - 49 years of age and their family	048-255-8680	3F Kawaguchi Wakamono Yume Work, 3-2-2 Kawaguchi, Kawaguchi-shi	Japanese	Mon - Sat 9:00~17:00
Saitama Prefectural Women's Career Center <a href="https://www.pref.saitama.lg.jp/sbcc/">https://www.pref.saitama.lg.jp/sbcc/</a>	Women	048-601-5810	4F Hotel Brillante Musashino, 2-2 Shintoshin, Chuo-ku, Saitama-shi	Japanese	Mon - Sat 9:30 - 17:30  (Closed on the 3 <sup>rd</sup> Thursday of every month)
		(Dedicated line for phone consultations) 048-601-1023			Mon - Fri 10:00 - 16:30 (closed from 11:30 - 12:30)  (Closed on the 3 <sup>rd</sup> Thursday of every month)

## A Guide to Living in Saitama

Office	Eligibility	Phone	Address	Language	Reception Hours (Excluding National Holidays and the New Year's holiday period)
Tokyo Employment Service Center for Foreigners  <a href="https://jsite.mhlw.go.jp/tokyo-foreigner/">https://jsite.mhlw.go.jp/tokyo-foreigner/</a>	For persons with a work permit for specialized / technical fields (including persons whose status of residence is "Engineer/Specialist in Humanities/ International Services" or "Skilled Labor", etc.) or foreign students who wish to work in Japan	03-5361-8722	13F Yotsuya Tower, Komore Yotsuya, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo	Japanese English Chinese  (If an interpreter is required, please confirm in advance)	Mon - Fri 9:00 - 17:00
Shinjuku Foreigners' Employment Assistance and Guidance Center  <a href="https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gaisen.html">https://jsite.mhlw.go.jp/tokyo-hellowork/list/shinjuku/madoguchi_goannai/gaisen.html</a>	For persons with a status of residence that has no restrictions on employment, such as permanent residents and spouses or children of Japanese nationals, and foreign students who wish to work part-time in Japan	03-3204-8609	1F Hello Work Shinjuku (Kabuki-cho Chosha) 2-42-10 Kabuki-cho, Shinjuku-ku, Tokyo	Japanese English Chinese  (Reservations must be made if an interpreter is required)	Mon - Fri 8:30 - 17:15
Saitama Center for Go Global Students (GGS)  <a href="https://www.ggsaitama.jp/">https://www.ggsaitama.jp/</a>	Foreign students enrolled in a graduate school, university, junior college, etc. in Japan, and wish to work in Japan	048-833-2995	3F Urawa Goudo Chosha, 5-6-5 Kitaurawa, Urawa-ku, Saitama-shi (in the Saitama International Association office)	Japanese	Mon - Fri 8:30 - 17:15

### **(3) Beware of Crime Disguised as Part-time Jobs**

Be careful if you are offered a short-term or side job where you “just withdraw money from a bank” or “just receive packages” via social media, online, or through an acquaintance.

These jobs can be dangerous and cause you to become connected to criminal activities by playing a role in:

- withdrawing money in fraudulent transactions, where someone else's internet banking details are illegally accessed and money is transferred to a prearranged account.
- receiving goods in fraudulent shipping activities, where someone else's ID and password are used to illegally obtain goods over the internet.

Remain alert and do not get involved in such activities.

The following actions are also considered crimes under Japanese law. Do not engage in these activities under any circumstances:

- Allowing another person access to a bank account (passbook or ATM card) registered in your name.
- Giving someone a mobile phone contracted in your name on which calls can be made.

### **(4) Information about Employment**

WORK IN SAITAMA, a portal site for the promotion of foreign human resources, has information about companies looking to employ foreign workers. It also has a list of consultation centers and their information for foreign residents working in Saitama Prefecture.

Website: <https://www.pref.saitama.lg.jp/workinsaitama/index.html>



### 3 Work-related Problems

#### Telephone Consultation Service for Foreign Workers

This service provides consultations in foreign languages over the phone for topics such as working conditions (it connects to the Foreign Worker Consultation Corner). Calls to the Consultation Hotline for Foreign Workers will be charged at rate of 8.5 yen (tax inclusive) /180 seconds for landline phones, and 10 yen (tax inclusive) /20 seconds for mobile phones. The cost will be charged to the caller.

Please be aware there may be temporary changes to days and hours of operation.

Language	Phone	Days of Operation	Opening Hours
English	0570-001-701	Monday- Friday	10:00 - 15:00 (closed between 12:00 - 13:00)
Chinese	0570-001-702		
Portuguese	0570-001-703		
Spanish	0570-001-704		
Tagalog	0570-001-705		
Vietnamese	0570-001-706		
Burmese	0570-001-707	Monday	
Nepali	0570-001-708	Monday - Thursday	
Korean	0570-001-709	Thursday, Friday	
Thai	0570-001-712	Wednesday	
Indonesian	0570-001-715		
Cambodian (Khmer)	0570-001-716		
Mongolian	0570-001-718	Friday	

\*Closed during the New Year's holiday period (December 29 - January 3).

#### (1) Labor Standards Inspection Offices

Labor Standards Inspection Offices are national institutions that provide supervision and guidance to ensure that workplaces are meeting the working conditions established by the Labor Standards Act (e.g. wages, working hours) and the Industrial Safety and Health Act. Labor Standards Inspections Offices also provide workers compensation should an incident, such as injury, occur on the job.

▪ **Workers Compensation**

In cases where a worker suffers an injury, illness, disability or death due to work or while commuting to and from work, insurance payments are provided in accordance with the Industrial Accident Compensation Insurance Act, including compensation for medical expenses, time spent away from work, disability, and survivor benefits.



**Consultations and Inquiries**

**Labor Bureau**

Office	Phone	Foreign Language Consultations	Address
Foreign Workers Advisory Corner	048-600-6204 (Japanese)	Mon - Fri (Excluding National Holidays and the New Year's holiday period)  9:00~12:00, 13:00~16:30	15F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi
Inspection Division, Saitama Labor Standards Department, Saitama Labor Bureau	048-816-3596 (English)		
	048-816-3597 (Chinese)		
	048-816-3598 (Vietnamese)		

**Labor Standards Inspection Offices**

Office	Phone	Address	Reception Hours
Saitama Labor Standards Inspection Office	048-600-4801	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi	Mon - Fri (Excluding National Holidays and the New Year's holiday period)  8:30 - 17:15
Kawaguchi Labor Standards Inspection Office	048-252-3773	2-10-2 Kawaguchi, Kawaguchi-shi	
Kumagaya Labor Standards Inspection Office	048-533-3611	5-95 Beppu, Kumagaya-shi	
Kawagoe Labor Standards Inspection Office	049-242-0891	2F Kawagoe Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi	
Kasukabe Labor Standards Inspection Office	048-735-5226	3-10-13 Minami, Kasukabe-shi	
Tokorozawa Labor Standards Inspection Office	04-2995-2555	3F Tokorozawa Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi	
Gyoda Labor Standards Inspection Office	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi	
Chichibu Labor Standards Inspection Office	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi	



## (2) General Employment Consultation Corner

The Saitama Labor Bureau has General Employment Consultation Corners in 9 locations throughout the prefecture, including their Employment Environment and Equal Employment Department. Please make use of these consultation corners if you are experiencing problems at work, including dismissal, lowered wages, or harassment.



### Consultations and Inquiries

#### Employment Consultation Corners

Office	Phone	Address	Reception Hours (Except National Holidays and during the New Year's holiday period)
Saitama Labor Bureau General Employment Consultation Corner	048-600-6262	16F Land Axis Tower 11-2 Shintoshin, Chuo-ku, Saitama-shi	Mon - Fri 9:00 - 17:00
Saitama City General Employment Consultation Corner	048-614-9977	14F Land Axis Tower, 11-2 Shintoshin, Chuo-ku, Saitama-shi (Within the Saitama Labor Standards Inspection Office)	Mon - Fri 9:00 - 16:30
Kawaguchi General Employment Consultation Corner	048-498-6648	2-10-2 Kawaguchi, Kawaguchi-shi (Within the Kawaguchi Labor Standards Inspection Office)	
Kumagaya General Employment Consultation Corner	048-511-7010	5-95 Ooaza-Bepu, Kumagaya-shi (Within the Kumagaya Labor Standards Inspection Office)	
Kawagoe General Employment Consultation Corner	049-210-9334	Kawagoe Chiho Godo Chosha, 1-19-8 Toyodahon, Kawagoe-shi (Within the Kawagoe Labor Standards Inspection Office)	
Kasukabe General Employment Consultation Corner	048-614-9968	3-10-13 Minami, Kasukabe-shi (Within the Kasukabe Labor Standards Inspection Office)	
Tokorozawa General Employment Consultation Corner	04-2003-6967	Tokorozaka Chihou Godo Chosha, 6-1-3 Namiki, Tokorozawa-shi (Within the Tokorozawa Labor Standards Inspection Office)	
Gyoda General Employment Consultation Corner	048-556-4195	2-6-14 Sakura-cho, Gyoda-shi (Within the Gyoda Labor Standards Inspection Office)	
Chichibu General Employment Consultation Corner	0494-22-3725	23-24 Kamimiyaji-machi, Chichibu-shi (Within the Chichibu Labor Standards Inspection Office)	

### (3) Other Contacts



#### Consultations and Inquiries

Office	Phone	Address	Language	Reception Hours (Except National Holidays and during the New Year's holiday period)
Saitama Prefectural Labor Consultation Center <a href="https://www.pref.saitama.lg.jp/a0809/rodo/rodosodan/index.html">https://www.pref.saitama.lg.jp/a0809/rodo/rodosodan/index.html</a>	048-830-4522	1F Saitama Prefectural Office Bldg. No.2, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Labor consultations over the phone (Mon - Fri) 9:00 - 16:30  Labor consultations in person (Mon - Fri) 9:00 - 16:00
Saitama Prefectural Labor Relations Commission <a href="https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html">https://www.pref.saitama.lg.jp/shigoto/rodo/rodo/index.html</a>	048-830-6452 048-830-6465  *Mediation: (Assistance from experts in resolving problems between you and your company)	4F Saitama Prefectural Office Bldg. No.3, 3-15-1 Takasago Urawa-ku, Saitama-shi	Japanese	Mon - Fri 8:30 - 17:15
General Labor Consultation Center, Saitama Labor and Social Security Attorney's Association  <a href="https://www.saitamakai.or.jp/">https://www.saitamakai.or.jp/</a>	048-826-4860	7F Asahi Seimei Urawa Bldg., 1-1-1 Takasago, Urawa-ku, Saitama-shi	Japanese	Wednesday (Appointment Required)  10:00 - 16:00 (In-person Consultations)
Saitama Information & Support (SIS)  <a href="https://sia1.jp/foreign/advice/">https://sia1.jp/foreign/advice/</a>	048-833-3296  *If you are at a public office, such as City Hall, and are having trouble communicating in Japanese, ask the staff to call the above office. The SIS will provide an intermediary interpreter over the phone.	3F Saitama Urawa Godo Chosha 5-6-5 Kita-Urawa, Urawa-ku, Saitama-shi  (Located within the Saitama International Association)	Japanese, English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese, Indonesian, Nepali, Russian, Ukrainian (appointment required)	Mon - Fri: 9:00 - 16:00  *In-person consultations regarding immigration, labor, legal affairs, and welfare require appointments.  For consultations in Russian: 10:00 - 16:00

