

## Job Detail

Manager Level

Position Title	Operations Manager
Recruiter Company	Tech Alliance KK
Company Name	Company name is private
Activated / Updated	2024-04-10 / 2024-05-08
Job Type	Customer Service - Call Centre Manager/SV Hospitality Business Specialists - Travel Industry Related
Industry	
Location	Asia Japan Tokyo
Job Description	<p>We are looking for an experienced and motivated operations manager to join our travel company and oversee the day-to-day operations of our business. You will be responsible for ensuring that our travel services and products are delivered to our customers in a timely, efficient, and high-quality manner.</p> <p>As an operations manager, you will:</p> <ol style="list-style-type: none"> <li>1. Manage and supervise a team of travel agents, drivers, guides, and other staff, and provide them with training, coaching, and feedback</li> <li>2. Plan and coordinate travel itineraries, bookings, reservations, and transportation for our customers, and handle any issues or complaints that arise</li> <li>3. Monitor and optimize the performance, quality, and profitability of our travel operations, and implement policies and procedures to improve them</li> <li>4. Liaise and negotiate with our suppliers, partners, and vendors, and maintain positive and professional relationships with them</li> <li>5. Research and analyze the latest trends and developments in the travel industry, and identify new opportunities and initiatives to grow our business</li> <li>6. Ensure compliance with all relevant laws, regulations, and standards in the travel industry, and maintain accurate and up-to-date records and reports</li> </ol> <p>To be successful in this role, you will need:</p> <ol style="list-style-type: none"> <li>1. A bachelor's degree in tourism, hospitality, business, or a related field; a master's degree is preferred</li> <li>2. At least 5 years of experience in the travel industry, preferably in a managerial or supervisory role</li> <li>3. Excellent knowledge of travel operations, products, and systems, such as GDS, CRM, and ERP</li> <li>4. Strong leadership, communication, and problem-solving skills</li> <li>5. A customer-oriented and results-driven mindset</li> <li>6. A passion for travel and a willingness to travel frequently</li> </ol>
Company Info	A global OTA group
English Level	Fluent (TOEIC 865-)
Japanese Level	Native Level
Salary	JPY - Japanese Yen JPY 5500K - JPY 7500K