

求人情報

マネージャーレベル

ポジション名	Operations Manager for Travel Company 9M
この求人情報の取扱い会社	マイケル・ページ・インターナショナル・ジャパン株式会社/Michael Page International Japan K.K.
企業名	会社名非公開
掲載開始・更新	2024-05-02 / 2024-05-02
職 種	カスタマーサービス - コールセンター管理/オペレータ管理/スーパーバイザー
業 種	旅行・ホテル・レジャー・外食
勤務地	アジア 日本 東京都
仕事内容	<p>We are seeking a highly skilled and motivated Operations Manager to lead operational excellence for our Corporate Travel Company. The successful candidate will be responsible for overseeing travel service delivery operations for corporate clients, providing strong leadership to the team, and ensuring operational efficiency.</p> <p>Description</p> <ul style="list-style-type: none">* Lead operational excellence, ensuring travel service delivery operations for corporate clients.* Act as the subject matter expert (SME) in specific functions within core responsibilities, such as driving technological solutions, project and technology implementation, account management support, productivity optimization, customer satisfaction, employee engagement, training, sales response/support, business continuity planning (BCP), revenue management, and supplier management.* Coach team leaders for success, identifying trends for individual or team learning needs.* Serve as the communication liaison to ensure all internal and external clients are well-informed of any requirements, changes, or updates to succeed in their roles.* Ensure compliance with business work ethics, company policies, and guidelines, such as CSR, PCI, etc.* Build team spirit and ensure upbeat morale in teams through effective communication.* Analyze root causes of issues and concerns to improve service delivery.* Identify gaps and formulate improvement plans.* Drive quality and consistency from an operational perspective. <p>Profile</p> <ul style="list-style-type: none">* Minimum 1 year of people management experience in contact centers, travel industry, hotel industry, or airline industry.* Native-level proficiency in Japanese and fluent in English.* Strong leadership skills with the ability to motivate and coach teams.* Excellent communication and interpersonal skills.* Analytical mindset with the ability to identify trends and implement improvement plans.* Familiarity with travel industry operations and technologies. <p>Job Offer</p> <p>Salary & Benefits:</p> <ul style="list-style-type: none">* 9.5M JPY annual salary* 24 days of paid holidays* Work anywhere in the world for 30 days <p>To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.</p>
企業について(社風など)	Corporate Travel Company - B2B
英語能力	ビジネス会話 (TOEIC 735-860)
日本語能力	ネイティブレベル
年 収	日本・円 500万円 ~ 950万円