



## オペレーションズオフィサー / Operations Officer

訪日旅行のスペシャリスト

### Job Information

**Hiring Company**

EXO Travel Japan K.K.

**Job ID**

1439564

**Division**

Inbound Operations

**Industry**

Tourism

**Company Type**

International Company

**Non-Japanese Ratio**

Majority Non-Japanese

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Minato-ku

**Salary**

Negotiable, based on experience

**Work Hours**

コアタイム10:00～16:00 ※フレックス制（1日勤務時間：7時間半）

**Holidays**

週休二日制（土日祝）

**Refreshed**

May 3rd, 2024 01:00

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**Minimum Education Level**

High-School or Below

**Visa Status**

Permission to work in Japan required

### Job Description

#### Position Overview

To check all files created by reservations staff, booking guides and transportation and ensuring that all aspects of every tour are handled correctly and on a rotation basis.

#### **Responsibilities:**

- \* Issue job orders for guides and drivers.
- \* Reconfirm and co-ordinate with sub-agents, check transfers and airlines if necessary.
- \* Be in charge of quality control & customer service for execution on ground.
- \* Ensure timely reports.
- \* Keep oneself informed of economic, industrial and other trends that affect markets, products and prices in Tourism field.
- \* Manage, motivate and retain the team to achieve high quality performance.
- \* Liaise with the other departments, suppliers and EXO sister offices when needed.
- \* Maintain good working relations with clients and suppliers

#### **Work Relations:**

- \* Liaise with the other departments and EXO sister offices
- \* Liaise with all suppliers
- \* Maintain good working relations with clients and suppliers

**Reports To:** Team Leader / Operations Manager

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## Required Skills

#### **Qualifications:**

- \* Bachelor's degree or higher in tourism related field
- \* Experience with a local tour operator or in a similar position and have an understanding of the complexities of this important job is a plus.
- \* Good command of both written and spoken Japanese as well as English; other foreign language is a plus
- \* Rigorous, precise and perseverant

#### **Skills:**

- \* Hands-on experience with the ability to work as part of a team
- \* Excellent communication skills; able to create and develop good communication with the suppliers and the team
- \* High degree of customer-oriented service
- \* Strong organizational skills, ability to work under pressure and to prioritize tasks
- \* High standard of personal conduct and presentation
- \* Good computer skills (word, excel, outlook)

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## Company Description

### EXPERIENCE OUR ASIA

Asia has been capturing the imagination of visitors for centuries and, for the past 30 years and more, EXO Travel has been helping our clients discover exactly why. With local teams in every major Asian destination, we seek out, refine and deliver a diverse range of travel experiences for a global audience. We succeed because we're as passionate about our job as we are professional.

We understand that no two individuals are alike, and our experienced travel consultants deliver unique Asian travel experiences to reflect this. Through expert insight from our staff throughout the region, we create tailor-made itineraries that are well suited to individual needs, following a philosophy of bespoke travel, as opposed to standard off-the-shelf experiences. This has enabled us to become the first choice destination management company for clients with specialist interests or who require highly skilled agents and knowledgeable people on the ground.

We invite you to 'Experience our Asia' and see this fascinating region through the eyes of passionate travel experts.