SECTION L

We are looking for Operations Manager in Hospitality!

> 英語力を生かしてダイバーシティが尊重される風土で働けます！

Job Information

Hiring Company
Section L

Job ID
1495305

Industry
Hotel

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
3.5 million yen ~ 6 million yen

Refreshed
October 29th, 2026 03:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Technical/Vocational College

Visa Status
Permission to work in Japan required

Job Description

Section L

We are a group of hospitality professionals building a modern standard of accommodations that elevates guest satisfaction and operational efficiency. At our hotels, we design and build simple service processes which allow us to direct human capital toward what really matters: memorable experiences that highlight the stories and talents of travelers and locals. We aim to inspire good will, positivity, and helpfulness in our teammates, guests, and local neighborhoods.

If you have ever aspired to manage hotels and team of members from all over the world, you may be a great fit!

What we are looking for

- Able to manage a team of operations staff under pressure across multiple properties
- With high level of communication skills and interpersonal skills
- Take Ownership of your job responsibilities, actions, and contribute toward success of our organization
- Have a growth mindset with proactively seeking opportunities to learn and develop
- Life is Service. Individuals who are helpful to colleagues, customers, and business partners.

What you will do

- Manage the day-to-day operations of the Company's hotels and apartments
- Lead, supervise and support the team of operations staff in maintaining guest satisfaction and ensuring repeat business through professional, efficient service
- Manage members of the operations team – including training, scheduling, coaching, giving feedback, maintaining team morale, etc.
- Establish the Company's properties as market leaders with excellent reputations
- Respond swiftly and take action in all matters related to the safety, security and wellbeing of guests and employees, especially when senior management is not available
- Effectively control operational expense and minimize cost wastage
- Manage inventory of guest amenities and operating supplies
- Coordinate with building contractors for repairs and maintenance
- Manage in-house and contracted housekeepers to ensure consistent cleanliness of rooms
- Establish a harmonious relationship with the surrounding neighbors, and ensure that the properties are well-perceived and accepted by those around us
- Offer prompt, consistent feedback on operational matters to Company's technology leaders to iterate and build Company's operations software
- Be knowledgeable on all facts about the Company's hotels and apartments

Required Skills

The Must-Haves

- Minimum of 5 years experiences in hospitality industry, preferred in operational roles
- Experiences of supervising, training, coaching of subordinates
- Well developed communication skills, both verbal and written
- Multi-lingual capacity, including English and Japanese

The Nice-to-Haves

- Experiences in managing teams in Rooms division
- Additional foreign language skills

Company Description