



## International Reservation Team Leader | Japanese skills a plus

3-5yrs lux hospitality/travel/resv

### Job Information

**Hiring Company**

Niseko Alpine Development (NISADE)

**Job ID**

1536019

**Industry**

Hotel

**Company Type**

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

**Non-Japanese Ratio**

About half Japanese

**Job Type**

Permanent Full-time

**Location**

Hokkaido, Abuta-gun Kucchin-cho

**Train Description**

Hakodate Line 2, Hirafu Station

**Salary**

4 million yen ~ 5 million yen

**Refreshed**

September 8th, 2025 09:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

High-School

**Visa Status**

Permission to work in Japan required

### Job Description

**Job Overview**

As a Reservations Team Lead, you will oversee the reservations team, ensuring seamless booking flow and achieving target sales with minimal loss. You will oversee a team of consultants, handle high volume of guest requests, and collaborate with internal stakeholders to optimize performance. Your leadership will drive revenue growth and operational efficiency.

**Key Responsibilities**

## 1. Team Leadership & Operations

- Lead, mentor, and support the reservations team to achieve performance and service excellence.
- Monitor daily reservations, ensuring accuracy, efficiency, and adherence to service standards.
- Provide training and guidance on best practices, system usage, and customer service.
- Develop standard operating procedures (SOPs) to improve booking efficiency and issue resolution.
- Conduct regular performance reviews and implement professional development initiatives.

## 2. VIP, Returning Guests, and Owners Handling

- Manage VIP, returning guests, and owners bookings, ensuring a personalized and seamless experience.
- Address and resolve complaints or escalations with professionalism and brand integrity.
- Ensure all special requests are delivered.
- Enhance retention strategies through proactive engagement, follow-ups and collaboration with Marketing and other stakeholders.

## 3. Booking & Revenue Optimization

- Oversee pricing strategies, special promotions, and discount applications to maximize revenue.
- Ensure rate parity across platforms and coordinate with marketing and revenue teams.
- Monitor and analyze booking trends to improve occupancy rates and profitability.
- Identify upselling and cross-selling opportunities within reservations.

## 4. System & Process Management

- Ensure accuracy in the booking system, updating property availability and reservation details.
- Troubleshoot booking system issues and coordinate with Tech or partners for resolutions.
- Develop efficiency improvements for booking workflows and reduce error rates.
- Implement and refine reporting processes to track performance and team KPIs.

## 5. Collaboration & Stakeholder Management

- Liaise with property owners and operations teams to manage bookings and guest expectations.
- Work closely with payments, guest experience, marketing, revenue, and operations teams to streamline processes.
- Build and maintain relationships with travel agents, partners, and corporate clients.
- Provide insights and feedback on market trends to shape business strategies.
- Share regular reporting to senior management through reports and dashboards.
- Attend meetings as the representative of International Reservations.

## Required Skills

### Qualifications

- Experience: Minimum 3-5 years in reservations, hospitality, or luxury travel, with at least 1 year in a leadership role.
- Customer Service Excellence: Strong track record in handling high-end guests and managing escalations.
- Technical Proficiency: Familiarity with reservation systems, PMS, and CRM software.
- Problem-Solving Skills: Ability to manage urgent booking requests and operational challenges efficiently.
- Leadership & Coaching: Experience in mentoring, training, and performance management of a team.
- Revenue & Upselling Knowledge: Understanding of pricing structures, promotions, and revenue optimization.
- Industry Insight: Awareness of luxury hospitality trends, guest preferences, and competitive strategies.
- Language: Japanese proficiency will be an advantage, however is not required

### Salary package/benefits

4.3million ~ yen/year value contract package

### Includes:

- Very competitive salary
- Access to bonus program
- Work-related training subsidy
- Summer and winter recreational allowance
- Health insurance, welfare pension insurance, unemployment insurance and worker's compensation insurance are available
- 10 days of Annual Leave per year, increasing yearly to 20 days in the 6th year
- Average of 120 days off per year (includes public holidays, excludes annual leave)
- Company trips and activities

## Company Description