



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

July 28th, 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