



PR/095724 | Director of Concierge & Reservations

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1553927

Industry

Tourism

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

September 16th, 2025 12:02

General Requirements

Career Level

Mid Career

Minimum English Level

None

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

???? We're Hiring: Director of Concierge & Reservations

A global leader in luxury ground transportation is seeking a Head of Concierge to lead its concierge and reservations operations across APAC and Dubai. This is a high-impact leadership role for someone passionate about delivering premium, personalized service and driving operational excellence in a fast-paced, client-focused environment.

???? **Location:** Singapore/Hong Kong (with regional oversight across APAC and Dubai)

???? **Employment Type:** Full-Time

???? What You'll Be Responsible For

- Oversee concierge and reservations teams across APAC, ensuring world-class service delivery
- Lead the execution of regional card programs, ensuring seamless client experiences
- Design and implement operational strategies that support business growth

- Streamline customer service workflows to improve responsiveness and efficiency
- Collaborate cross-functionally with supply chain, tech, sales, marketing, and finance teams
- Optimize booking platforms in partnership with the tech team
- Monitor KPIs including booking accuracy, response time, and customer satisfaction

???? **Who We're Looking For**

- Proven experience in a **senior concierge, reservations, or operations** role within **luxury hospitality, travel, or transportation**
- Strong leadership and team management skills
- Excellent communication, problem-solving, and client service abilities
- Familiarity with booking systems, CRM platforms, and operational software
- Strategic thinker with a hands-on approach to execution
- Ability to thrive in a dynamic, high-touch service environment

???? **Why Apply?**

Be part of a global organization that sets the standard for luxury ground transportation. You'll lead a passionate team, shape regional operations, and deliver unforgettable client experiences across borders.

Jasmine Lee

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JAC Recruitment Pte. Ltd.

EA Licence Number: 90C3026

EA Personnel No: R22105188

#LI-JACSG

#countrysingapore

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Company Description