



【Tokyo American Club】Member Services Supervisor

Work in the middle of Metropolitan Tokyo

Job Information

Hiring Company

[Tokyo American Club](#)

Subsidiary

Tokyo American Club/ well-known and highly reputed private club

Job ID

1592644

Division

Member Service

Industry

Other (Hospitality)

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Nanboku Line Station

Salary

5 million yen ~ 6 million yen

Work Hours

on shift schedule, including weekends and Public Holiday

Holidays

on shift schedule, 2days/week

Refreshed

June 8th, 2026 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English Only)

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description**【 Position Highlights 】**

- Work in one of Tokyo's most prestigious international private clubs
- Use English daily while supporting multinational members and guests
- Leadership position supervising member services and front desk operations
- Opportunity to deliver premium hospitality in a multicultural environment
- Stable working environment with excellent employee benefits

【 About Tokyo American Club 】

Tokyo American Club is one of Japan's most well-known and respected international private membership clubs, located in central Tokyo.

The Club serves a highly international member community and offers premium dining, fitness, accommodation, business, and social facilities.

Employees work in a global environment where English communication, professionalism, and hospitality are highly valued.

This is an excellent opportunity for hospitality professionals who enjoy working with international guests and delivering high-quality service experiences.

【 Position Summary 】

As a Member Services Supervisor, you will oversee daily front desk and guest service operations while ensuring a consistently high level of hospitality for members and guests.

You will support and supervise reception staff, coordinate guest services operations, and handle member inquiries in a fast-paced international environment.

The majority of guests and members are international, therefore strong English communication skills are essential.

【 Key Responsibilities 】

- Supervise Lead Receptionists and Receptionists to ensure smooth daily operations
- Share operational updates, service procedures, and important information with team members
- Handle member and guest inquiries and complaints professionally
- Support Member Services Manager & Director with front desk operations
- Oversee Guest Studio operations including:
 - Reservations
 - Rate control
 - Room cleanliness
 - Amenities management
 - Monitor service quality and member satisfaction
 - Support long-term improvement initiatives based on survey results
 - Coordinate daily operational tasks and guest requests
 - Maintain premium hospitality standards at all times

【 Work Environment 】

- Highly international workplace with multicultural members and staff
- English is used constantly throughout daily operations
- Fast-paced hospitality environment requiring professionalism and flexibility
- Leadership role with opportunities to develop hospitality management skills

【 Who This Role Is For 】

- Candidates with luxury hospitality, concierge, or guest relations experience
- Professionals who enjoy interacting with international guests
- Candidates seeking leadership experience in hospitality operations
- Individuals who thrive in multicultural environments
- People passionate about premium customer service

【 Working Hours 】

5 days per week
(Including weekends and national holidays)

37.5 working hours per week

Shift schedule between:

7:00 a.m. – 10:00 p.m.

【Location】

2 Chome-1-2 Azabudai, Minato City, Tokyo 106-8649

【Salary】

Annual salary: JPY 5,000,000 – 6,000,000

※Determined based on experience and skills

【Holidays】

- Paid vacation in accordance with Japanese labor law
- 3 days summer vacation
- January 2nd and 3rd holidays

【Benefits】

- Health insurance
- Pension insurance
- Employment insurance
- Industrial accident insurance
- Retirement allowance
- Group life insurance
- Subsidized staff cafeteria
- Transportation allowance
- Uniform with cleaning service (where applicable)
- Annual health check
- Annual employee recognition party

Required Skills

- **【Required Qualifications】**
- 3–5 years of hospitality or concierge experience
- Experience supervising front desk or guest service operations
- Advanced English communication skills
- Fluent Japanese communication skills (ability to communicate smoothly with Japanese members and guests without causing service stress)
- PC skills (Word / Excel / Outlook)
- Strong hospitality mindset and professionalism

【Preferred Qualifications】

- Luxury hotel or private club experience
- International hospitality experience
- Experience handling VIP guests or members
- Multicultural work experience

【Ideal Candidate】

- Professional and service-oriented mindset
- Strong communication and interpersonal skills
- Ability to lead and support team members
- Comfortable working in a fast-paced international environment
- Passion for delivering exceptional hospitality experiences

Company Description