



## 【Tokyo American Club】Member Services Concierge & Reception

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

1592929

#### 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

3 million yen ~ 4 million yen

#### Work Hours

Actual 7.5hrs/day between noon – 23:00

#### Holidays

on shift schedule, 2days/week

#### Refreshed

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### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level (Amount Used: English Only)

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

High-School

#### Visa Status

Permission to work in Japan required

## Job Description

### 【Position Highlights】

- Work in a highly international environment where English is used daily
- Support members from over 50 nationalities in one of Tokyo's most prestigious private clubs
- Excellent opportunity to develop concierge, reception, and hospitality skills
- Multicultural workplace with employees from more than 25 countries
- Candidates with strong communication skills and hospitality mindset are welcome

### 【About Tokyo American Club】

Tokyo American Club is one of Japan's most prestigious and long-established international private membership clubs.

The Club has long served as a hub for international business, cultural exchange, and social activities in Tokyo.

Members come from over 50 countries, and employees represent more than 25 nationalities, creating a truly multicultural and English-speaking work environment.

The Club provides premium facilities and services including dining, accommodation, fitness, recreation, and member support services.

### 【Position Summary】

As a Member Services Concierge / Receptionist, you will support daily member services operations while delivering high-quality hospitality to international members and guests.

You will handle concierge requests, guest studio reservations, phone and email inquiries, and front desk support in a fast-paced global environment.

This role is ideal for candidates who enjoy customer interaction and wish to build a long-term career in hospitality and international guest services.

### 【Key Responsibilities】

- Handle incoming phone calls and emails to the Club
- Transfer inquiries to appropriate departments when necessary
- Support daily operations of the Member Services team
- Assist members and guests with concierge requests and inquiries
- Manage Guest Studio reservations and related coordination
- Support reception and front desk operations
- Handle member requests requiring advanced communication and hospitality skills
- Coordinate with internal departments to ensure smooth guest experiences
- Provide professional and friendly customer service at all times

### 【Work Environment】

- English is used constantly in daily operations
- Multicultural workplace with international members and staff
- Premium hospitality environment in central Tokyo
- Flexible scheduling requests including weekends and holidays
- Supportive team-oriented atmosphere

### 【Who This Role Is For】

- Candidates with hospitality, customer service, or concierge experience
- People who enjoy interacting with international guests
- Professionals seeking to use English daily in the workplace
- Individuals with strong communication and multitasking skills
- Candidates interested in luxury hospitality and member services

### 【Location】

Azabudai, Minato-ku, Tokyo

7-minute walk from Azabu-Juban Station  
(Namboku Line / Oedo Line)

10-minute walk from Kamiyacho Station  
(Hibiya Line)

### 【Working Hours】

- Actual working hours: 7.5 hours/day
- Shift schedule between:
  - 12:00 p.m. – 11:00 p.m.
- Shift system including weekends and national holidays

**【Salary】**

Annual salary: JPY 3,000,000 – 4,000,000

※Determined based on experience and skills

**【Holidays】**

- Shift-based schedule
- Paid vacation in accordance with Japanese labor law
- 3 days summer vacation
- New Year holidays (January 1–3)

**【Benefits】**

- Social insurance
- Retirement allowance
- Group life insurance
- Subsidized employee cafeteria
- (Azabudai location only)
- Transportation allowance
- Annual health check
- Annual employee appreciation party
- Uniform with cleaning service
- Flexible discussion regarding work style depending on candidate situation

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**Required Skills****【Required Qualifications】**

- Experience in hospitality or customer service industries
- Ability to handle both guest-facing and administrative tasks
- Advanced English communication skills
- Intermediate to business-level Japanese communication skills
- Basic PC skills (Word / Excel / Outlook / reservation systems / POS systems)
- Valid working permission in Japan (Visa sponsorship is not available)

**【Preferred Qualifications】**

- Hospitality school or hospitality-related education background
- Experience in concierge, front desk, or reception operations
- Experience using reservation or POS systems
- Experience working in international environments
- Luxury hotel or private club experience

**【Ideal Candidate】**

- Friendly and professional communication style
- Strong hospitality mindset
- Ability to multitask in a fast-paced environment
- Comfortable working with international members and guests
- Team player with flexibility and attention to detail

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**Company Description**