Assistant Manager, Airport Services - Tokyo

Travel Ticket Benefits | Vibrant Team

Job Information

Hiring Company
Hong Kong Express Airways Limited

Job ID
1597354

Division
Ground Services

Industry
Railway, Airline, Other Transport

Company Type
Large Company (more than 300 employees) - International Company

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Work Hours
5:00 ~ 21:30　8h15m Total (incl. 1h break); flight schedule-based

Holidays
Shift work; days off adjusted for weekends & holidays

Refreshed
November 3rd, 2026 02:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Native Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

【Company Overview】
HK Express is Hong Kong's first and only low-cost carrier, always offering great value, affordable fares on one of the youngest and most modern aircraft fleets in the world.

Like you, and just like many people across Asia, we love to travel and discover new places across the world's most diverse and dynamic region; and at HK Express, we're opening up new travel experiences that inspire and invigorate millions of people across the region we're proud to call home. Everything we do is focused on encouraging the spirit of adventure. Our routes provide the inspiration and spontaneity to try somewhere new, disrupting monotonous modern life. As we continue to open up new routes, often in secondary and emerging destinations, our passengers will gain access to an incredible range of places, exploring hidden gems and experiencing local cultures.
We have a diverse and vibrant team that embodies the adventurous spirit of our customers, and loves to travel too. Join us in this journey to make your career even more fulfilling and rewarding.

≪Position Highlights≫

- A management position responsible for quality control in airport operations, contractor management, and handling of operational irregularities
- An opportunity to support airline operational quality, safety, and security, and make a significant contribution to improving customer satisfaction
- An opportunity to gain broad experience in aviation operations through collaboration with domestic and international organizations and contractors
- Discounted airfare program available; opportunities to work globally through domestic and international business trips and multi-location assignments

Responsibilities:

- Assist Regional Airport Servies Manager (Japan) to drive and upkeep all aspects of station performance including OTP, guest experience, service provider performance, regulation compliance;
- Monitor and ensure the airport operation performance comply to company service level and standard;
- Ensure all Ground Operations activities are adhering to the Company and regulatory policies and procedures;
- Upkeep the highest safety and security culture and standard in all Ground Operation area;
- Coordinate with local regulators and authorities on behalf of the company;
- Maintain the highest standard and on-time performance with continuous improvement;
- To handle delays, disruption and resolve complaint at frontline;
- Timely report to superior and/or station-in-charge of any irregularity situation;
- Coordinate and represent HK Express Airways for service, quality, safety and security audit where required by Headquarter or Local Aviation Authorities;
- Identify potential hazard, security threat and report to superior and/or station-in-charge, carry out follow up action for risk mitigation;
- Coordinate with GHAs to implement the enhanced service and security measures where required by Headquarter;
- Report to superior and/or station-in-charge timely if any changes in local governmental and aviation regulatory requirements;
- Overtime duties and non-office hour standby might require;
- Overseas travel and shift duty is required;
- Has the authority to make decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations based on the tolerability defined in the Operational Risk Matrix.

【Employment Type】

- Full-time employee
- 3-month probation period

【Salary】

- Determined in accordance with company policy, based on experience and previous salary
- Bonus eligibility based on company performance and individual evaluation

【Working Hours】

- 5:00 ~ 21:30　Rotating shifts; 8 hours 15 minutes per shift (including a 1-hour break)
- Working hours may vary according to flight schedules

【Work Location】

- Tokyo area (based at both Narita and Haneda Airports)
- May occasionally support other airports in Japan remotely or via business travel
- Business trips to Hong Kong may be required as needed

【Days Off and Leave】

- Shift-based schedule; days off are arranged with consideration for the number of weekends and public holidays
- Special New Year holiday leave (Dec 30–Jan 3), separate from annual paid leave
- Annual paid leave: 14 days granted after 6 months of employment (separate from New Year holiday leave)

【Benefits】

- Comprehensive social insurance (employment, workers' compensation, health, and pension)
- Employee airfare benefits, including complimentary/discounted company tickets and discounted tickets with partner airlines

Required Skills

Qualifications:

- Degree holder or a qualification that demonstrates suitable experience in related discipline;
- 7 years aviation or civil airline experience including 3 years in supervisory level;
- Knowledge of passenger handling is essential, additional knowledge in ramp and dispatch handling will be an advantage;
- Excellent command of Japanese and English, and written English;
- Knowledge of Aviation Safety and Security;
- Basic knowledge in Microsoft Office;
- Good communication skills and team player;
- Excellent customer service mind-set;
- Able to work independently and under pressure.

Company Description