



Understanding People

Program Director / プログラムマネジメント責任者

Hybrid | Global program leadership

Job Information

Recruiter

Specialized Group

Job ID

1611130

Industry

Tourism

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

September 4th, 2026 12:06

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Project Management Director プロジェクトマネジメントディレクター | Program Leadership - Hybrid, Lead Team, Open to Non-Japanese

Overview

Our client is seeking a Project Management Director to lead a key team within an international travel agency specializing in hospitality management. This role offers the opportunity to manage a growing team of 11, drive client retention and profitability, and influence strategic client relationships on a global scale. The position is based in central Tokyo with a hybrid work setup and welcomes non-Japanese candidates, offering a competitive environment for career growth.

Key Responsibilities:

- Lead and motivate program management team to achieve company goals
- Establish and maintain strategic multi-level client relationships
- Oversee client business plans to meet company and client objectives

- Manage budgeting, pricing strategies, and financial reporting for clients
- Negotiate client contracts and service level agreements per company policy
- Maximize preferred vendor relationships to enhance service delivery
- Coach and develop team members through performance management and training
- Identify and pursue opportunities for client account growth and expansion
- Coordinate cross-functional teams to support client objectives
- Monitor client satisfaction metrics and implement improvement actions
- Ensure compliance with company commercial policies during negotiations
- Represent company in client quarterly and annual business reviews

Requirements:

- 5+ years of management experience in travel or hospitality
- Bachelor's degree or equivalent
- Fluency in English (mandatory)
- Experience in contract negotiation and pricing strategies
- Proficiency with business software applications
- Ability to travel domestically and internationally
- Experience leading cross-functional teams
- Knowledge of client retention and service quality metrics
- Familiarity with CRM and project management tools (e.g., Salesforce, MS Project)
- Understanding of financial analysis and budget management
- Japanese language skills (preferred but not mandatory)
- Experience in strategic business planning and account management
- Strong presentation and communication skills

Benefits:

- Hybrid work setup in central Tokyo

Company Description