Tour Operations Specialist | Inbound Tourism & OTA | Tokyo

¥3.5~5.5M | 2Month Trial⇨Permanent（正社員登用可）

Job Information

Hiring Company
Mediabound K.K

Job ID
1611257

Industry
Tourism

Job Type
Contract

Location
Tokyo - 23 Wards

Salary
3.5 million yen ~ 5.5 million yen

Work Hours
In accordance with company regulations

Holidays
In accordance with company regulations

Refreshed
November 24th, 2026 03:00

General Requirements

Career Level
Entry Level

Minimum English Level
Fluent Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
High-School

Visa Status
Permission to work in Japan required

Job Description

≪Job Description & Position Highlights≫

- Responsibilities include tour operations management, reservation management, staff scheduling, customer service, and OTA integration.
- You'll interact with travelers from around the world in both English and Japanese, and take on the challenge of improving customer satisfaction while driving our services forward.
- At this rapidly growing company, you can chart a diverse career path ranging from operations to new business development and even becoming a business unit leader.
- Earn ¥300,000–¥450,000 per month while developing your career in international tourism, with opportunities for permanent employment and career advancement.

【Job Responsibilities】
Mediabound is looking for a Tour Operations Specialist to join our growing team in Tokyo.

You'll help operate and improve experiences enjoyed by international travelers visiting Japan, working behind the scenes to make sure everything runs smoothly—from reservations and guides to customers, partners, and online booking platforms. This is an exciting opportunity for someone who wants to build a career in tourism, hospitality, operations, or international business while working in a fast-growing company.

< What You'll Do >
As a Tour Operations Specialist, you'll play an important role in making sure our experiences run smoothly every day.

< Responsibilities >

- Managing daily tour and experience operations
- Coordinating schedules with guides and staff
- Communicating with international customers
- Managing reservations and booking information
- Working with OTA platforms and travel partners
- Responding to customer inquiries
- Handling schedule changes and operational issues
- Monitoring tour availability and capacity
- Supporting new tour and experience launches
- Improving operational processes and workflows
- Working with internal teams to improve customer satisfaction
- Monitoring operational KPIs and identifying areas for improvement
- Supporting the development of new tourism experiences

< What Makes This Position Appealing >

- This is a hands-on role. Some days you'll be working on operations and systems in the office; other days you'll be solving real-world issues and helping our experiences run successfully.
- You'll communicate with international travelers every day and work in an environment where both English and Japanese are used regularly.
- If you've wanted to build a career in Japan while working in a truly international environment, this is a great opportunity. Mediabound is growing quickly, and we want our team members to grow with us.
- Strong performers have opportunities to take on greater responsibility across:
  -Tour Operations
  -Operations Management
  -Project Management
  -Business Development
  -Experience Development
  -Team Management

【Employment Type】

Fixed-term contract (Full-time), with the possibility of conversion to permanent employment.

- Initial contract period: 2 months
- Contract renewal may be offered based on performance, attendance, suitability, and business needs.
- Permanent employee conversion is subject to an evaluation and interview during the contract period.
- Permanent employment is not guaranteed.

【Salary】
¥300,000–¥450,000 per month
*Salary is based on experience, skills, and performance.

【Working Hours】

Flextime system (one-month settlement period)

- Core hours: 9:00–15:00
- Flexible hours: 5:00–22:00
- Standard break: 12:00–13:00

Depending on operational requirements, employees may be required to follow assigned shifts or working hours at specific locations.

【Holidays & Leave】

- 105 annual holidays
- Saturdays, Sundays, and other company-designated days
- Annual paid leave in accordance with Japanese law
- Maternity, childcare, and family-care leave in accordance with Japanese law

【Work Location】
Tokyo, Japan

【Benefits & Welfare】

- Social insurance: Employment insurance, Workers' compensation insurance

- Career development opportunities
- Performance-based advancement
- Transportation expenses covered

Required Skills

If you're looking for more than just a job and want to be part of a company that's actively building new experiences for travelers in Japan, we'd love to hear from you.
Apply now and join the Mediabound team.

【Requirements】

- Languages: Fluent Japanese and Fluent English

【Preferred Qualifications】
*Experience in any of the following is a plus:
*However, we're also open to candidates with strong transferable skills and a willingness to learn.

- Tourism
- Travel agencies
- Hotels
- Hospitality
- Tour operations
- OTA management
- Customer service
- Event operations
- Project management

【Ideal Candidate】
We value people who take ownership, solve problems, and want to build something rather than simply follow instructions.
We're looking for someone who is:

- Fluent in Japanese
- Fluent in English
- Highly organized
- Customer-focused
- Comfortable solving problems independently
- Positive and proactive
- Comfortable working in a fast-paced environment
- Interested in tourism, hospitality, or international business
- A strong communicator
- Able to manage multiple priorities

Company Description