



Understanding People

General Manager / ゼネラルマネージャー | Operations

Global Brand | Tokyo Leadership Role

Job Information

Recruiter

Specialized Group

Job ID

1611441

Industry

Amusement, Entertainment

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

September 22nd, 2026 03:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Executive

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

General Manager - Operations & Commercial ゼネラルマネージャー

Overview

Our client is seeking a General Manager to lead a themed discovery center in Tokyo focused on immersive guest experiences and operational excellence. This role offers the opportunity to drive strategic growth, oversee cross-functional teams, and represent the attraction within the local community. Benefits include working in a central Tokyo location with an international global brand and leading a busy, high-profile center.

Key Responsibilities:

- Lead daily operations ensuring exceptional guest experience and product quality
- Drive financial performance to meet budgeted EBITDA and profit targets
- Oversee marketing plan implementation to support visitor growth and brand presence
- Manage recruitment, training, and performance of attraction staff
- Lead capital projects ensuring on-time, on-budget delivery to specifications
- Ensure compliance with health, safety, and security policies and procedures
- Represent attraction in local and regional community and industry networks
- Monitor financial and operational KPIs and take corrective actions as needed
- Develop and implement strategic plans aligned with regional and brand goals
- Directly manage leadership team and coordinate cross-functional collaboration
- Analyze guest feedback and mystery visits to improve service quality
- Negotiate with suppliers and partners to optimize operational costs
- Lead daily and weekly management meetings to align teams and priorities
- Implement performance management processes including reviews and succession planning
- Coordinate with finance to prepare and present monthly financial reports

Requirements:

- 7+ years commercial experience with 2+ years leadership
- Experience managing theme parks, attractions, hotels, or resorts
- Proven ability to meet and exceed financial KPIs with data support
- Strong stakeholder management and negotiation skills
- Knowledge of health, safety, and security compliance in hospitality
- Experience in strategic planning and capital project management
- Ability to lead recruitment, training, and performance management
- Fluency in Japanese and English is preferred but not mandatory
- Proficiency with financial reporting and budgeting tools is preferred but not mandatory
- Strong organizational and planning skills
- Ability to lead and develop multi-disciplinary teams

Company Description