



SPECIALIZED

GROUP

Understanding People

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

Global Brand Tokyo Leadership Role
募集職種
人材紹介会社 スペシャライズドグループ株式会社
求人ID 1611441
業種 アミューズメント・エンターテインメント
雇用形態 正社員
勤務地 東京都 23区
給与 経験考慮の上、応相談
更新日 2026年09月08日 12:11
応募必要条件
職務経験 6年以上
キャリアレベル エグゼクティブ・経営幹部レベル
英語レベル ビジネス会話レベル
日本語レベル ビジネス会話レベル
最終学歴 大学卒：学士号
現在のビザ 日本での就労許可が必要です

募集要項

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

会社説明