DMC Travel Operations Associate | Inbound Tourism | Tokyo

未経験歓迎｜2-Month Trial⇨Permanent（正社員登用あり）

募集職種

採用企業名
Mediabound株式会社

求人ID
1614060

業種
旅行・観光

雇用形態
契約

勤務地
東京都 23区

給与
経験考慮の上、応相談

勤務時間
In accordance with company regulations

休日・休暇
In accordance with company regulations

更新日
2026年11月06日 01:00

応募必要条件

キャリアレベル
新卒・未経験者レベル

英語レベル
日常会話レベル

日本語レベル
ネイティブレベル

最終学歴
高等学校卒

現在のビザ
日本での就労許可が必要です

募集要項

≪Job Description & Position Highlights≫

- Manage travel experiences for visitors from around the world, from planning and reservations to on-site operations
- Experience the full process from planning and execution to problem-solving and improvement, creating memorable travel experiences
- Develop English skills and expertise in tourism and hospitality while working in an international team
- Open to entry-level and second-career applicants, with opportunities to take on new businesses and projects early on

【Job Responsibilities】
Build the Future of Travel in Japan
Want to build a career in tourism, travel operations, and international business?
Mediabound is looking for a DMC Travel Operations Associate to help create and operate exceptional travel experiences for visitors from around the world.

As a DMC, we work behind the scenes to connect international travelers with the best of Japan — from unique cultural experiences and food tours to entertainment, traditional arts, and local experiences.
This role is ideal for both entry-level candidates looking to start their career and experienced professionals ready to take the next step in tourism or travel operations.

< What You'll Do >
You'll help ensure that our travel experiences run smoothly from planning through completion.
Your responsibilities may include:

- Coordinating travel experiences and tour operations
- Managing reservations and bookings
- Coordinating schedules and logistics
- Communicating with customers before and during their experiences
- Coordinating with guides, staff, venues, and suppliers
- Communicating with hotels, travel agencies, and B2B partners
- Managing operational information and customer details
- Handling changes, cancellations, and special requests
- Troubleshooting operational issues
- Monitoring daily operations
- Supporting new product launches
- Improving operational processes
- Maintaining high service standards
- Working with internal teams to solve problems quickly
- Supporting the development of new travel products

*The exact responsibilities will grow based on your experience and performance.
*English ability is highly valuable.
-Japanese ability is also important depending on your responsibilities, particularly when coordinating with local partners and suppliers.

< Work With Travelers From Around the World >
Mediabound serves 600,000+ guests every year, with an average rating of 4.9/5 stars.
Our customers come from countries all over the world.
You'll have opportunities to work with:

- International travelers
- Japanese and international team members
- Hotels
- Travel agencies
- Tour operators
- Local businesses
- Experience providers
- Guides and staff
- Corporate partners

If you enjoy working in an international environment, you'll have plenty of opportunities to use your communication skills and develop your understanding of global tourism.

< What Makes This Role Different? >
Travel operations is where planning meets reality.
A great itinerary on paper isn't enough.
You need to make sure the right people are in the right place, at the right time, with the right information — while keeping the customer experience exceptional.

*You'll learn how to:
Plan → Coordinate → Execute → Solve Problems → Improve
And because Mediabound is growing rapidly, you'll have opportunities to work on new experiences and projects rather than simply maintaining the status quo.

< Career Growth >
This role can be the beginning of a long-term career in tourism and international business.
Potential career paths include:
Travel Operations Associate → Senior Operations → Operations Manager → DMC / Product Manager → Project Manager → Management
You may also have opportunities to move into:
Business Development | Sales | Product Development | Partnerships | Customer Experience
At Mediabound, we believe people should have the opportunity to grow beyond the job they were originally hired for.

< Why Join Mediabound? >

- Full-time career opportunity
- Tokyo-based
- Entry-level and mid-career candidates welcome
- Work in international tourism
- Work with travelers from around the world
- Gain DMC and travel operations experience
- Work across tourism, hospitality, and international business
- Opportunities to work on new products and projects
- Fast-growing company
- International-minded team

- Real responsibility and ownership
- Opportunities for career growth
- Build skills that transfer across the global travel industry

< About Mediabound >
Mediabound is building the future of inbound tourism in Japan.
We serve 600,000+ guests annually across our experiences with an average rating of 4.9/5 stars.
Operating across Tokyo, Kyoto, and Osaka, our experiences include food tours, sumo entertainment, traditional arts and crafts, and unique cultural experiences designed for travelers from around the world.

-Our Mission:
To preserve Japanese culture and transform it into world-class entertainment.

-Our Goal:
Become Japan's No. 1 inbound tourism company.

-Our Values:
1. Speed is King
2. Customer Obsession
3. Professionalism
4. Grit & Perseverance

From Japan, for the world.
https://www.mediabound.co.jp/

【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】
Based on experience and skill level

【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

【Benefits & Welfare】
In accordance with company regulations

スキル・資格

【Requirements】

< For Entry-Level Candidates >
You don't need years of tourism experience to apply.
We value potential, attitude, communication, and the ability to learn.
You don't need to know everything on day one. We'll help you learn.

This is a great opportunity if you're:

- A recent graduate
- Starting your first corporate career
- Changing careers
- Coming from hospitality or customer service
- Coming from retail or events

- Interested in travel and tourism
- Interested in international business
- Looking for a career where every day is different

< For Mid-Career Candidates >
If you already have experience in:

- Travel
- Tourism
- DMC operations
- Tour operations
- Hospitality
- Hotels
- Travel agencies
- Customer success
- Event management
- Logistics
- Operations
- Guest services

this role gives you the opportunity to take on greater responsibility within a rapidly growing tourism company. Experienced candidates may take ownership of larger projects, operational improvements, supplier relationships, new products, and cross-functional initiatives.

【Ideal Candidate】
We're looking for people who are:

- Organized and detail-oriented
- Strong communicators
- Comfortable solving problems
- Proactive and responsible
- Able to manage multiple tasks
- Interested in tourism and travel
- Comfortable working with international customers
- Able to work in a fast-moving environment
- Interested in improving how things are done
- Positive and team-oriented

会社説明