



Operations Specialist (English-Japanese Bilingual)

英語圏のお客様を主なターゲットとした、お客様の希望を叶えるオーダーメイド旅行

Job Information

Hiring Company

[Eighty Days Inc.](#)

Job ID

1476068

Industry

Tourism

Company Type

Small/Medium Company (300 employees or less)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Train Description

Yamanote Line, Gotanda Station

Salary

3 million yen ~ 4.5 million yen

Work Hours

Full time (9:00-18:00 including 1 hour lunch break)

Holidays

Monday and Tuesday off

Refreshed

April 3rd, 2025 11:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

◀募集要項・本ポジションの魅力▶

- 英語圏のお客様が休暇で日本を訪れる際のサービス（予約・ツアー中のサポートなど）を担当。

- 日本国内で訪れた場所・体験など、ヒアリングしデザインチームと企画。
 - 旅行業界でのキャリアを築きたい、または日本と世界をつなぐ架け橋として活躍したい方歓迎！
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<ポジション： **Operations Specialist**>

Job description:

We are currently looking for a bilingual English-Japanese speaker to service our overseas customers. Our customers are mostly based in English-speaking countries and come to Japan on vacation. As an operational specialist, you must operate land services by communicating local suppliers in Japanese and manage customer bookings by collaborating with our travel designing team. Your goals will be to operate land services smoothly and make changes flexibly according to customers requests.

Essential tasks:

- Communication with suppliers in Japanese (phone, email and fax)
- Booking land services mainly transportation
- Supporting tours
- Site inspections
- Negotiation with suppliers

Selection Process

Document Screening

Interview Process (3 stages)

※At least one of the three interviews will be conducted in-person

Required Skills

Requirements:

- English: working proficiency (comfortable reading and speaking)
- Japanese: native-level

Other desirable skills:

- Work experience in the travel industry
- Fluency in other languages in addition to English and Japanese

Compensation:

- (negotiable) 250,000 – 350,000 (negotiable)
- Starting at 10 days holiday

Work hours:

- Full time (9:00-18:00 including 1 hour lunch break)
 - Saturday, Sunday, Wednesday, Thursday and Friday (Monday and Tuesday off)
 - Holiday:
 - Occasionally you may be asked to join trips on the weekend or to respond to urgent customer requests outside of normal hours.
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Company Description