

KUONI TUMLARE

【欧州からの訪日旅行の手配事務】 Travel Consultant, Operations*ランオペご経験者募集

<JTBグループ>年間休日120日★ハイブリッド勤務★

Job Information

Hiring Company

[Kuoni Tumlare Japan, Inc.](#)

Job ID

1496139

Industry

Tourism

Company Type

International Company

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shinagawa-ku

Salary

3 million yen ~ 5 million yen

Refreshed

February 4th, 2025 12:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

Minimum Japanese Level

Fluent

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Company Information & Job Details

About Kuoni Tumlare:

Kuoni Tumlare is a Destination Management Company, part of JTB Group who deliver travel solutions and experiences that create value for our Partners and Society. We're a fun group, we value our employees' contributions and opinions, and strive to develop talent internally. The travel industry is dynamic, exciting, and adaptable with many interesting opportunities to explore.

About Japanspecialist:

At Japanspecialist, we are dedicated to offering unforgettable travel experiences to Japan and beyond. With our 360° approach to travel design, we create tailor-made journeys that cover flights, accommodation, guided tours, excursions, and other specialized arrangements.

Are you passionate about travel and creating unforgettable experiences? We are looking for an Operations Travel Consultant to join our dynamic team in Budapest, where you'll help travelers craft personalized trips to Japan. If you have a passion for Japan and a customer-first mindset, this is the perfect opportunity to make a real impact while sharing your love for travel!

JOB PURPOSE

Are you passionate about travel and creating unforgettable experiences? We're looking for a talented **Operations Travel Consultant – Japan** to join our team **in Tokyo**.

The purpose of the function is to have the overall responsibility of the quotation and booking of various products and packages in the Japanspecialist portfolio, as well as acting as key emergency contact person for group tour leaders on tour in Japan.

The Operations Travel Consultant – Japan is in close cooperation with the Operations team based in Europe. Based on the information that he/she receives from the European team, the travel consultant – Operations Japan is quoting and securing bookings for the requested services by checking various suppliers, via direct channels. He/she provides a support function for Europe team and is responsible for communicating with local suppliers and tour leaders on tour when necessary.

KEY ACTIVITIES AND COMPLEXITY:

- **Product planning and development**
 - Create new and review existing products and packages in close collaboration with the European OPS team and Operations manager
 - Create and update quotation templates for new and updated products
 - Participation in travel fairs and destination workshops to extend destination knowledge
 - Participate in Fam trips to get insight knowledge of the destination, share insights with your team members and sales people
 - Take a proactive approach in learning and development to ensure your product knowledge is always improving
- **Operations**
 - Provide streamlined workflow with reply and filing from common mailbox.
 - Work closely and follow-up with European Operations team.
 - Prepare quotations and send them to European Operations team within operation standard deadlines
 - Research and book services for FIT and group clients based on the requests received from European operations team.
 - Liaise between internal finance team and European offices for supplier payment arrangements
 - Research new services and suppliers to enhance JS portfolio
 - Take on emergency duties for groups and provide support to European local offices in resolving issues for clients during their stay in Japan
 - Take care and manage of problematic issues reported by clients, send action report to operation manager
- **Negotiations and contracting**
 - Find and screen local suppliers
 - Negotiate with local suppliers for best available rates
 - Monitor competition of other DMCs
 - Prepare necessary paperwork for the OPS manager to sign contracts
 - Ad hoc assignments
 - Cooperation with local authorities, local tourist-boards, and others
 - * 訪日旅行者のホテル・レストラン・列車・バス・オブショナルツアー・チケット手配などの予約業務。
 - * 欧州オフィス担当者とのやりとり、報告。
 - * サプライヤーや取引先との良好な関係構築。
 - * 請求書確認、清算対応。

年齢制限範囲 ~59歳

年齢制限該当事由 定年を上限

年齢制限の理由 定年年齢が60歳のため

Required Skills**Job Requirements**

- Fluency in English and strong proficiency in Japanese (both written and spoken) is essential. Other European languages are an advantage
- Strong technical skills in Microsoft Office
- Experience and understanding of invoicing and back-office procedures

- Experience working for an international company or experience working/studying abroad is a plus
- A passion for travel and deep knowledge of Japan's culture, destinations, and travel logistics
- Experience in quotation, booking and itinerary building
- Experience of negotiating and purchasing with local suppliers is an advantage

※要英語力（英語メール文書での業務遂行に抵抗が無い事。二次面接は欧州担当者との英語でのオンライン面接実施。）

WHAT WE OFFER:

- A growing, dynamic company focused on delivering exceptional travel experiences.
- Opportunities for professional development and career growth.
- A collaborative, international team environment with a shared passion for travel.
- Hybrid working setup, office based in Tokyo

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