



Travel Product Manager - Japan

Job Information

Hiring Company

[DISCOVA](#)

Job ID

1500667

Division

Peopleworks

Industry

Tourism

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 20th, 2024 03:00

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

Job title: Travel Product Manager - Japan

About the opportunity

Discova is seeking a highly motivated Product Designer Team Leader to lead the product strategies across Japan. In this role, you will leverage your expertise in the region's travel industry to develop innovative travel products that cater to customer trends and market demands from our clients. The ideal candidate will provide insightful leadership, ensuring Discova's offerings remain its place as market leaders. Combining your design and operational expertise with a strong commercial acumen, this role will bridge the gap between strategic vision and a unique product range that prioritizes

authentic local experiences and delivers exceptional profitability.

Key Responsibilities

- Collaborate on design standards, ensuring product competitiveness and profitability.
- Conduct research and benchmarking for all new products.
- Manage product portfolio, catering to diverse customer needs.
- Identify and address product gaps across destinations and themes.
- Analyze product design impact on metrics (search traffic, inquiries, bookings).
- Oversee product lifecycle from development to operation.
- Organize product familiarization trips for team & agents.
- Collaborate with marketing, sales, and business development on product effectiveness.
- Stay updated on travel trends and share knowledge internally.
- Manage supplier selection for multiday itineraries.
- Oversee product selection for high-value tenders and agent renewals.
- Champion Discova products to sales teams and agents, highlighting competitive advantages.
- Conduct regular product training for sales teams.
- Partner with overseas teams to understand B2B customer needs.
- Manage and maintain product contracts following "One Best Way" standards.
- Ensure quality and safety standards during product inspections.
- Source content, images, and product information for appropriate loading.
- Timely deliver costings and updates to ensure product accuracy and speed-to-market.
- Collaborate with the load team to prioritize product loading based on needs and preferences.
- Maintain accurate attribute tagging for products.
- Provide product itineraries for sales and product teams.
- Advocate for "One Best Way" practices within the department for efficiency and effectiveness.
- Lead the team in achieving strategic business goals.
- Support team member development and well-being.
- Build strong internal and external relationships through excellent communication.
- Be self-directed, motivated, and able to set goals, learn independently, and solve problems.

Key Leadership Competencies

- Lead by example in behaviour, attitude, and performance.
- Provide clear, concise, and timely feedback.
- Align personally with Discova's values and philosophies.
- Effectively use Discova Communication Systems and AM Planner and participate in Weekly Business Meetings.
- Share information transparently to inspire team members.
- Develop personal development plans for each team member.
- Coach and mentor team members.
- Support ongoing training and development of team members.
- Empower team members through appropriate delegation and training.
- Develop strategies to improve business results and manage contingencies.
- Create a supportive, connected, and empowering environment.
- Demonstrate constructive conflict resolution skills.
- Create a vision and obtain buy-in from the team.
- Drive business and team success using the vision and business plan.
- Set and work to achieve daily goals and deadlines.
- Communicate daily with the team about individual and team sales targets.
- Set clear expectations, follow up, and outline consequences.
- Encourage and assist team members in solving their challenges.
- Ensure business objectives are met.
- Conduct monthly one-on-one performance reviews with team members, providing fair, concise, and timely feedback.

Required Skills

The Essentials

- A bachelor's degree or a minimum of five years' experience in product development and management.
- Comprehensive knowledge of the travel industry and a thorough understanding of Discova destinations.
- Fluency in both written and spoken English.
- Extensive travel to or experience living in our destinations is a strong advantage.
- A minimum of twelve months' experience in team leadership is required.

The attributes

- Excellent problem-solving skills. A proven ability to identify, analyse and resolve complex issues.
- Customer-focused with a commitment to high service standards, dedicated to exceeding customer expectations and delivering exceptional service.
 - The ability to clearly and concisely communicate ideas and information to a variety of audiences, both verbally and in writing.
 - A keen understanding of business principles (commercial acumen) and the ability to analyse data to inform decision-making through analytical insights.
- Meticulous attention to detail and strong time/priority management:
- Excellent interpersonal and presentation skills, with confidence, in a cross-cultural environment.
- Ability to work independently and collaboratively
- Strong decision-making and leadership qualities
- Willingness to travel for business purposes regionally, and when needed, internationally

- A strong working knowledge of all the core Microsoft Office programs.
 - This position is open for any nationality.
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Company Description