



Touring Executive - Japan

Job Information

Hiring Company

[DISCOVA](#)

Job ID

1500668

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: Touring Executive - Japan

About the Opportunity

To play a fundamental role in successfully running all Discova tours. As a part of the Touring Team, Touring Executive is responsible to ensure that all field staff and partners directly involved within a booking execute the operational standards and requirements that will drive the customer satisfaction and productivity. This will involve the delivery of best-in-class service and memorable local experiences for the customer. Operationally, the role will be responsible for assigning guides, reconfirming reservations, handling operational issues, and continually providing feedback to management on risks and

improvements of the ways we operate our products. You have an ardent desire for structure, high organizational skills and love working according to procedures and schedules. You thrive on being meticulous and methodical.

Responsibilities

- Schedule guides for assigned accounts.
- Work closely with Reservation team to ensure all transfers and tour logistic details are fulfilled according to company SOP's.
- Ensure transportation services are booked and confirmed and changed status in system.
- Responsive to any change in logistic and give constant update to related parties (Guides, Drivers, Suppliers, Airport Concierge, etc.).
- Ensure the most updated passenger details, logistic information, internal notes, and supplier notes are being in place in the system.
- Preparing all related transfer/touring documents needed according to company SOP's
- Conduct guide briefing and debriefing to ensure smooth operation.
- Consistently implement the company One-Best-Ways (OBWs) processes/procedures/systems across the accounts handled.
- Empowered to initiate the new, better OBWs, through the proper channels.
- Effectively cooperate with Product, Reservations, Customer Experience, and Suppliers for seamless daily operations and overall service improvements.
- Prepare Guide payment
- Ensure all details of itinerary has been checked before passing on documents to guides and related field staffs.
- Ensure 24/7 supports on the ground for client's complaints and incidents, in close corporation with Reservations.
- Ensure all guide cash advanced are settled before the agreed time.
- Ensuring costs are accurate, in case of a mismatch communicate with loading team and/or Product and ensure correct pricing is updated in system, before updated pricing have been completed.
- Update tour costing and ensure trips are running to budget and profitability.

Required Skills

- Previous experience in tourism or DMC an advantage
- Degree in tourism and hospitality is an advantage
- Fluent in national local language and intermediate to advanced level of written and spoken English

Company Description