



【Global Travel Industry】 Japan Country Manager

Great Benefits +WLB

Job Information

Hiring Company

[Grand Circle Corporation \(Japan\) Y.K.](#)

Subsidiary

Grand Circle Corporation

Job ID

1506609

Industry

Tourism

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

12 million yen ~ 13 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Holidays

18 days minimum

Refreshed

January 1st, 2025 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Associate Degree/Diploma

Visa Status

Permission to work in Japan required

Job Description

Grand Circle's mission is to change people's lives through exciting & adventurous travel opportunities that focus on learning

& discovery. Grand Circle is the largest US Direct Marketer for Travel to Americans 50 plus.

Grand Circle is headquartered in Boston, MA with 40 Regional Offices around the world.

To support our successful programs in Japan, we are looking for a Country Manager to be based in the region.

Responsibilities:

- Ensure Japan itineraries align with OAT Brand Guidelines.
- Develop and execute quality action plans to meet excellence goals.
- Support the Program Service Manager in hiring, training, scheduling, and managing tour guides to build a strong team.
- Conduct on-site visits to engage with travellers, tour guides, and vendors, address feedback, resolve issues, and implement quality improvements.
- Oversee timely reservations and confirmations to ensure smooth itinerary delivery.
- Strengthen and enhance the performance and structure of the Japan organization, including staffing, compensation analysis, and workload balancing.
- Foster strong, long-term relationships with vendors through collaboration with buyers and the operations team.
- Support buyers in the process of primary vendors (hotels, transportation) and secondary vendors (restaurants, activities) contracting.
- Monitor vendor quality, replacing underperforming vendors when necessary.
- Address and resolve travellers' onsite issues.
- Provide 24/7 emergency support on a rotational basis.
- Manage administrative responsibilities and operational costs, ensuring financial goals are met, including regional COGs and G&A budgets.

Required Skills

Requirements:

- Fluent English, able to speak, read and write effortlessly
- Native proficiency in Japanese, both written and spoken
- Bachelor's degree in any related field and Certificate of Travel Agency ("TAIII" (Type 3)) or Travel Service Arrangement Agency ("TSAA" (Type 6)) preferred.
- Minimum 5 years of experiences in international travel trade.
- Strong leadership, communication, interpersonal skill, people management, risk management, and change management.
- Result-oriented, attention to details, and quality focus.

Benefits:

- Competitive salary package
- Reimbursement of public transport with yearly max cap
- 15 Vacation days per year + 3 personal days from the company
- Incentive Bonus based on targeted result
- Personal and Professional Growth – Available on request
- Milestone Bonus + Travel certificate for every next 5th anniversary at GCC
- Travel Deals – WORLDWIDE GC Tour packages available @ discounted price.
- Referral Bonus
- Full training program onsite
- Unique Corporate Culture
- Working as part of an international team (exposure to colleagues in worldwide offices).

By applying to this ad, you would be automatically giving Grand Circle your consent for processing your data in recruitment process. The data collected in the process of recruitment are in accordance with Grand Circle Data Privacy Policy. Without your express consent, your data cannot and will not be used for any other purposes.

Company Description