



Program Service Manager (Tour Guides Manager)

International Travel Agency!

Job Information

Hiring Company

Grand Circle Corporation (Japan) Y.K.

Subsidiary

Grand Circle Corporation

Job ID

1511990

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

9 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Holidays

18 days minimum

Refreshed

December 24th, 2024 12:03

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

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 and growing.

We are currently looking for:

Program Service Manager (Tour Guides Manager), located in our **Tokyo Japan Office**

Role description:

- Drive Japan tour guides performance management to meet Excellence Goals
- Report to: Country Manager, Japan

Position Requirements and Qualifications:

- Hire and develop strong & skilled tour guides team in Japan who are fit with our company values.
- Develop and lead training and coaching programs for tour guides including annual training, mini-training, one on one training, etc.
- Complete tour scheduling to maximize top performing tour guides.
- Develop and lead team assessment to tour guides and take quality improvement actions per company guidelines including quality improvement plan, one on one coaching, rescheduling, termination, etc.
- Support tour guides to achieve excellence goals including pre-trip briefing, post trip debriefing, ride along onsite support, emergency handling, unfit/difficult travelers' handling, etc.
- Provide travelers' surveys and tour guides' performance results to the team and initiate performance actions on a timely basis.
- Read travelers' surveys and comments to raise hot issues with recommendations in a timely manner.
- Prepare and distribute biweekly Newsletters to the team to keep the team updated with our business status, operations changes, company initiatives, etc.
- Oversee timely completion with all administrative work related to tour guides.
- Collect feedback from tour guides team to identify product issues to be improved.
- Support monthly audits on accuracy of travel documents about Japan itineraries and web contents.
- Provide 24/7 emergency support on a rotational basis.

What we offer:

- **Competitive salary package**
- **Reimbursement of public transport with yearly max cap**
- **15 Vacation days per year + 3 personal days from the company**
- **5 Days Work Week**
- **Incentive Bonus** based on targeted results.
- **Personal and Professional Growth** – Available on request
- **Milestone Bonus + Travel certificate** for every next 5th anniversary of employment at GCC
- **Associate Deals** – WORLDWIDE GC Tour packages available to associates @ discounted price.
- **Referral Bonus**
- **Full training program** onsite
- **Unique Corporate Culture**
- Working as part of an international team (exposure to colleagues in worldwide offices).
- Great opportunity to learn about all aspects of travel business and streamline your career.

Required Skills

Required languages:

- English: Fluent, able to speak, read and write effortlessly
- Japanese: Native proficiency in both written and spoken

- Bachelor's degree in any related field and Certificate of Travel Agency ("TAll" (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.

By applying to this add you will give the Grand Circle your consent for processing your data in recruitment process. The data collected in process of recruitment is in accordance with the policy of keeping. Personal data of the Grand Circle and without your express consent cannot be used in any other purposes.

Company Description