



Reservation Manager - Japan

募集職種

採用企業名

DISCOVA

求人ID

1500662

部署名

Peopleworks

業種

旅行・観光

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区

給与

経験考慮の上、応相談

更新日

2024年10月30日 09:04

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ネイティブ

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可が必要です

募集要項

Job title: Reservation Manager - Japan

About the opportunity

The Reservation Manager at Discova Japan takes on a dual role, overseeing strategic and operational aspects. Strategically, they will collaborate with Discova Japan's Country Manager and reservation teams to deliver exceptional customer service, boosting customer satisfaction and team productivity. This involves developing and implementing best-in-class service and creating unforgettable local experiences tailored to our key customer segments.

Key Responsibilities

- Update bookings, passenger details, logistics, internal notes, and supplier notes accurately and promptly.
- Handle internal and external enquiries professionally and efficiently, meeting business standards.
- Coordinate with Customer Experience and Operations teams to resolve service issues to clients and agents' satisfaction.
- Collaborate with the Business Development Manager to secure new series and ad-hoc groups with current and new partners.
- Maintain relationships with agents and overseas sales offices, providing support, information, and guidance, and recommending new opportunities and service improvements.
- Oversee development of new physical products, including costing and business planning.
- Provide expertise in crisis management.
- Lead benchmarking exercises on cost and quality.
- Ensure optimal and transparent supplier assignments, adhering to no-commission policy.
- Introduce and improve policies and processes for efficiency and compliance.
- Ensure team members follow approved policies and procedures.
- Continuously improve and innovate service operations.
- Ensure bookings run within budget.
- Use preferred supplier lists to improve cost advantage and implement initiatives to reduce costs.
- Recruit, train, and develop staff, coordinating with PeopleWork as needed.
- Provide leadership, support, and guidance to team members, sharing best practices and promoting personal development.

Key leader competencies

- Lead by example in behaviour, attitude, and performance to create a vision and gain team buy-in.
- Drive business and team success using the vision and business plan.
- Provide clear, concise, and timely feedback.
- Align personally with the Discova vision, mission, values and business philosophies.
- Use Discova Communication Systems, AM Planner, and Weekly Business Meetings effectively.
- Share information transparently to inspire team members.
- Develop personal development plans for each team member through coaching and mentoring techniques.
- Conduct ongoing training and development.
- Empower team members through appropriate delegation and training.
- Recruit and train new team members.
- Understand wage packages and articulate individual contributions.
- Analyse team budget, PNL, and financial reports.
- Develop strategies to improve business results and plan for contingencies.
- Create a supportive, connected, and empowering environment.
- Demonstrate constructive conflict resolution skills for positive outcomes.
- Communicate daily about individual, team sales targets, daily goals and measures to exceed them.
- Set clear expectations and follow up on consequences.
- Encourage team members to pro-actively taken on problems and challenges.
- Ensure business operations proceed as planned.
- Conduct monthly one-on-ones for performance review and feedback.

スキル・資格

The Essentials

- Holding a bachelor's degree or a certificate in tourism and hospitality is advantageous.
- Possessing a minimum of 3 years' experience in leading a high-performing tourism operations team is essential.
- Fluency in written and spoken English and Japanese is required. Proficiency in a 3rd language is seen as a benefit.
- Demonstrated leadership skills with the ability to foster teamwork while promoting diversity and inclusion.
- A leader who can effectively use their negotiating skills, motivation, and creativity to proactively reduce business costs.

The attributes

- Well-developed problem-solving skills
- Customer-centric with a commitment to high standards of service delivery
- Strong collaboration and communication skills (verbal and written)
- High attention to detail and strong time/priority management skills
- Excellent interpersonal and presentation skills across cultures
- Able to work independently or in a team environment
- Flexible rotating roster that may include late nights, weekends, and early mornings, and adaptable to uncertainties/changing priorities and under pressure
- Willing to travel for business when required
- Proficient with Microsoft Office applications

会社説明