



## Program Service Manager (Tour Guides Manager)

**International Travel Agency!**

### 募集職種

#### 採用企業名

グランド・サークル・コーポレーション有限公司

#### 支社・支店

Grand Circle Corporation

#### 求人ID

1511990

#### 業種

旅行・観光

#### 会社の種類

大手企業 (300名を超える従業員数) - 外資系企業

#### 外国人の割合

(ほぼ) 全員日本人

#### 雇用形態

正社員

#### 勤務地

東京都 23区

#### 給与

900万円 ~ 経験考慮の上、応相談

#### ボーナス

固定給+ボーナス

#### 休日・休暇

18 days minimum

#### 更新日

2025年04月01日 12:00

### 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

& 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.

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**スキル・資格**

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.

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**会社説明**