Operation Manager

LOCATION : Beijing
STARTING DATE: ASAP

COMPANY PROFILE

The company is a full-range travel provider for business and leisure travellers. They offer business travel management solutions, incentive travel, corporate event organization, team building, and company outings. The company also specialize in tailor-made holidays and retreats, small group tours, and cultural immersion programs across China and beyond.

KEY RESPONSABILITIES

- Oversee end-to-end operation of inbound travel projects, track and deliver all inbound orders.
- Ensure all orders are logged into the company's internal system, supervise team system operation and be familiar with tourism operation systems.
- Act as the key contact for overseas partners and foreign clients for daily business communication, requirement alignment and issue coordination.
- Develop and maintain local ground suppliers, conduct regular evaluation and service control.
- Establish and optimize operational procedures and service standards; supervise service quality, handle complaints and emergencies.
- Manage the inbound operation team including work arrangement, coaching and target management.
- Collaborate with sales and other departments, conduct operation reviews and support business growth.

REQUIREMENT

- Bachelor's degree or above, Tourism Management, International Business or related majors preferred.
- Fluent English (mandatory): Good command of spoken and written English for independent business communication with overseas clients.
- Solid experience in inbound tourism operation with team management background, familiar with inbound business model.
- Strong coordination, risk management and stress tolerance, service-minded and detail-oriented.
- Proficient in MS Office.

APPLICATION :

Please send your Chinese and English CV and cover letter to
Bj-hr@ccifc.or