Operation Supervisor

LOCATION : Shanghai
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.

POSITION SUMMARY

Responsible for inbound travel operation supervision, supplier coordination and service quality control. Oversee full-cycle inbound tour delivery, resolve operational incidents and customer cases, and continuously optimize workflows to ensure smooth inbound tourism operations and high customer satisfaction.

KEY RESPONSABILITIES

- Supervise daily inbound travel operations, covering itinerary planning, group tour execution and cross-border supplier coordination
- Assign and monitor daily tasks of the operation team to improve overall operational efficiency
- Maintain stable partnerships with hotels, transport providers, scenic sites and tour guides for inbound groups
- Timely respond to operational emergencies, customer enquiries and complaints for international visitors
- Track inbound operation metrics, prepare regular reports and streamline operation processes

REQUIREMENT

- More than 3 years of inbound tourism operation experience
- Solid understanding of inbound travel workflows and industry practices
- This position is open to foreign nationals. English, French and Spanish are required. Italian is a plus.
- Outstanding communication, coordination and problem-solving capabilities
- Strong sense of responsibility, service mindset and ability to work under pressure

APPLICATION :

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