

## Operation Manager (M/F)

As an Operation Manager at our Thai DMC, you will be responsible for the efficient management and coordination of all operational aspects of our travel services. Your role is pivotal in ensuring the smooth execution of client itineraries, maintaining the highest standards of service, and managing relationships with local suppliers.

The Operation Manager plays a pivotal role in our DMC's success by ensuring operational excellence, client satisfaction, and effective supplier relationships. This role requires strong leadership, organizational skills, and a commitment to delivering high-quality travel experiences.

### Key Responsibilities

#### Operational Leadership

Provide strategic and operational leadership to the operations duties.

Oversee the planning, execution, and delivery of all travel services, ensuring excellence in every aspect.

Communicate with guides, providers, and hotels during the customer's stay to ensure customer satisfaction with the support of Thai speaking assistant.

#### Client Services

Ensure client satisfaction by overseeing the delivery of services to meet or exceed client expectations.

Act as a point of contact for clients during their travel, addressing any issues or concerns promptly.

Edit invoice for client.

#### Supplier Management

Establish and maintain strong relationships with local suppliers, including hotels, transport companies, guides, and other service providers.

#### Quality Assurance

Implement and maintain rigorous quality control procedures to ensure the highest service standards. Conduct regular inspections and evaluations of suppliers and services.

#### Logistics and Documentation

Oversee the logistics and documentation for each client's itinerary, including transfers, activities, and accommodations.

Ensure that all travel arrangements are executed seamlessly.

Create all necessary guide documents before each FIT/group/MICE arrival, including signage, programs, rooming lists, guide fees, guide expenses, client insurance, and administrative documents.

#### Crisis Management

Develop and implement crisis management procedures to handle unforeseen situations and ensure client safety and well-being.

## **Skills and Qualifications**

- Proven experience in a similar role in the travel and tourism industry.
- Strong leadership and team management skills.
- Excellent negotiation and communication abilities.
- Exceptional organizational and problem-solving skills.
- Flexibility to adapt to changing circumstances.
- Fluent in English, with proficiency in French being advantageous.
- Knowledge of local and international travel regulations.
- Proficiency in Microsoft Office applications.
- Customer-focused with a strong commitment to service excellence.

**To Apply: [info@asiajet.net](mailto:info@asiajet.net)**