



Job Title Incoming Support Staff

Location Prague, Czech Republic

Starting date April-May 2025 ((the start date is negotiable))

Role Profile We are seeking staff to facilitate communication between STW World Japan and its customers, including those in the Czech Republic and other European countries. At our Prague branch, you will introduce Czech culture, traditions, and local lifestyles to visiting customers, provide on-site support for their stays, and efficiently handle requests from STW World Japan. You will engage in global business operations, including interactions with Japan branch staff and European suppliers, actively supporting the expansion of the STW World Group.

Job Duties Responsibilities include, but are not limited to:

Tour Leading and management

- Act as Tour Guide in original STW tours around Czech Republic.
- Attending activities as a Japanese-speaking assistant in the Czech Republic and other countries.
- Manage and support wedding activities in Prague and the Czech Republic and neighboring countries.
- Offer support to customers visiting Europe, introducing them to Czech culture and ensuring high-quality service and customer satisfaction.
- Provide leadership and support to ensure customers have a comfortable travel experience.

Address customer issues and concerns during travel, anticipating and resolving potential inquiries and problems.

- Act as part of the emergency response team, providing support and carrying an emergency phone as needed.

Services reservation and supplier relationship

- Collaborate with Japan Sales Team and other European branches to support customers visiting Europe.
- Coordinate relations and monitor quality of services provided by local suppliers.
- Ensure the progress of each tour, making arrangements and adjustments for recent reservations and additional services as requested by customers.
- Quote and arrange local activities and services according to customer preferences.

General administration and business support

- Support the operation of STWorld Prague under the supervision of the branch director or STW HQ.
- Assist in the purchase, management, and contract procedures for items necessary for the operation of the Prague branch.

- Requirements**
- Bachelor's or master's degree.
 - Passion for introducing Czech culture and traditions to customers.
 - Ability to handle responsibilities with a sense of responsibility.
 - JLPT N3 level or higher (as most tasks are conducted in Japanese).

- Desired Qualities**
- Strong communication skills and a proactive, positive attitude toward customer interactions.
 - Problem-solving abilities.
 - Adaptability to change and a willingness to learn new things.
 - Native Czech or Slovak speaker with strong proficiency in Japanese and English.

Application Please send your CV in PDF format in Japanese to the following email addresses. We will contact you individually for confirmation.

Ms. ISHIKAWA Ayana ishikawa_a@stworld.jp

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