Officer, Tour Operations

Location: Hoi An, Da Nang, Vietnam

Schedule: 8:00 AM - 5:00 PM, 5 days a week (3 days in the office and 2 days working from home)

Position Overview:

Next Continent is seeking a highly organised and hands-on Tour Operations Officer to join our team in Da Nang. In this role, you'll support our Tour Operations team with a range of administrative and logistical tasks that keep our eco-tourism tours running smoothly and professionally. From guest communication and itinerary preparation to logistics coordination and day-to-day operational support, your work will play a direct role in the success of our tours and our mission to promote sustainable, nature-focused travel.

About Us:
Next Continent is an ecotourism company offering world-class wildlife watching and photography experiences across Vietnam. We specialize in immersive, sustainable journeys that highlight the country's rich biodiversity. Our team of passionate naturalists is dedicated to conservation and committed to delivering exceptional, nature-focused adventures.

Key Responsibilities:

- Assist in planning, coordinating, and organising tour logistics - ensuring everything from travel arrangements to on-site experiences runs smoothly.
- Manage guest bookings and daily communication, responding promptly and professionally to enquiries.
- Liaise with clients, tour partners, and local communities to support smooth and respectful operations.
- Work closely with guides, drivers, and field teams to support equipment handling, logistics, and general tour administration.
- Contribute to the development and implementation of long-term strategic plans aligned with our eco-tourism and sustainability objectives.

Qualifications:

- Graduate ideally in tourism, hospitality, business administration, or a related field.
- Proficient in both English and Vietnamese, with strong written and verbal communication skills.
- Must have access to a personal laptop for work-related tasks.



- Passion for wildlife, nature conservation, and eco-friendly travel is a strong advantage.
- Able to manage multiple tasks, coordinate with teams, and remain organised in fast-paced environments.
- Strong interpersonal skills with the ability to communicate effectively with internal staff and external partners.

Why Join Us?

- Work with one of Vietnam's leading ecotourism companies and build a professional career with a recognised name in global wildlife tourism.
- Join a passionate, forward-thinking team working at the intersection of tourism and conservation.
- Gain unique opportunities for professional growth in the dynamic eco-tourism sector.
- Enjoy a competitive salary, meaningful work, flexible working arrangement and the chance to travel through some of Vietnam's most stunning natural landscapes.

How to Apply:

Please send your CV and a short cover letter explaining why you're applying for this role at Next Continent to **info@nextcontinent.travel**.

Apply today to become part of the Next Continent team!