

## Position Description. **Contracts Manager**

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| <b>Job Title:</b>              | Contracts Manager                |
| <b>Reporting to:</b>           | Regional Product Manager - Japan |
| <b>Department:</b>             | Hotel                            |
| <b>Location (primary):</b>     | Japan                            |
| <b>Name of hiring manager:</b> | Vincent Leung, Yoshinobu Takase  |

## Job Purpose.

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Handle all activities related to contracting with suppliers: supplier relationship management, renewal of existing contracts, win new contracts, manages free and stop sales as well as any change of allocations, while working closely with Operations and Data Entry teams. Meet and or exceed targets as set by the management.

## Key Responsibilities.

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- Negotiate new contracts and contract renewals for the assigned territories and ensure to have the greatest availabilities with the shortest release period.
- Manage the supplier account by ensuring to get the best rate and allotments and negotiating preferred agreements as well as support supplier with any issues related to payment, rates, etc.
- Set targets with suppliers based on accounts management.
- Run allotment utilization reports, monitor current availability and adjust the allotment as required.
- Convert 3rd parties into direct business to gain more market on the specific territories.
- Introduce WebBeds to new suppliers.
- Promote the use of WebBeds extranet system among suppliers to encourage them to update directly any changes.
- Ensure Direct Connectivity rates are open and updated year-round.
- Build market intelligence from Sales feedback and 3rd parties system to take action on market demands.
- Run reports from 3rd parties and dynamic system data to assess hotels status and take action as required.
- Monitor type of booking and cancellation on a regular basis.
- Support the Sales team for any request related to special rates, FAM trip, or other request.
- Liaise with the Data Entry team for any queries related to contracts or system issues.
- Support the Operations team for any overbooking, for booking related issues or other queries.
- Build relationship with suppliers by attending to some travel markets; get a better knowledge of their products and the market needs.
- Analyze market data, recommend and implement action plan to increase market shares in identified territories
- Fully autonomous on established territory and work closely with the Regional Director on new business development opportunities.

## Key Measures.

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- Negotiation skills
- Customer focus
- Problem anticipation & solving
- Interpersonal skills
- Communication skills
- Planning and organizing
- Team work
- Analytical skills
- Influence skills
- Results driven
- Autonomy
- Strategic thinking

## Required Experience and Knowledge.

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| <b>Essential</b>                                |   |
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| Qualifications & Knowledge                      | <ul style="list-style-type: none"><li>• Desirable Tourism / Hotel Management degree.</li><li>• Preferred market knowledge</li></ul>   |
| Experience, Skills and Behavioural Requirements | <ul style="list-style-type: none"><li>• 8+ years experience in the travel or hospitality industry</li><li>• 3 to 5 years experience with contracts negotiation</li><li>• Desirable understanding of Yield / Revenue theories and techniques</li><li>• Native Japanese and excellent English skills (verbal and written)</li><li>• Computer literate (Office pack)</li></ul> |

| <b>Desirable</b>                                |   |
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| Qualifications & Knowledge                      | <ul style="list-style-type: none"><li>• Other languages desirable</li></ul> |
| Experience, Skills and Behavioural Requirements |   |

## About WebBeds.

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Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

**Our clients** – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

**Our supplier partners** – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at [www.webbeds.com](http://www.webbeds.com)

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