

Position Description **Account Management – North America**

Job Title:	Account Manager – North America
Department:	Sales
Location (primary):	Remote

Job Purpose

Strengthen WebBeds position in the marketplace: You will build strong customer relationships and execute on the overall business strategy to help WebBeds growth. This is mainly driven by understanding client-level opportunities and proposing relevant solutions balancing growth and profitability.

Key Responsibilities

- Manage day-to-day partner contacts and improve long term relationships to meet both partner and company goals.
- Develop deep understanding of our partners' business.
- Collaborate with internal teams including commercial technology and strategy, finance and customer service to drive technical, commercial and operational performance.
- With the support of the Director, Account Management, define account plan for assigned partners that is client-centric with a focus on addressing gaps and opportunities to increase WebBeds relevance to the partner.
- Working with TAMs to ensure client performance expectations are met and implement various commercial strategies to maximize partnership.
- Keeping track of key metrics (TTV, margin, cancellation ratio and others), review account production, identify patterns and propose adjustments where needed.
- Collaborating with sourcing, marketing, and pricing teams to develop sales strategies aligned with business goals.
- Identifying and defining opportunities for account growth as well as efficient account operation.
- Prepare internal and external presentations utilizing data and analysis to highlight trends and opportunities.

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Fluency in English, including both written and spoken communication skills. • Microsoft Office proficiency required, particularly in Excel; Knowledge of relevant BI tools (Tableau, Power BI etc) highly beneficial. • Knowledge of travel industry: Experience in a B2B sales environment is required with a background in OTA or travel wholesale desired; Understanding the travel industry distribution and the specific challenges and opportunities it presents is a plus. • Experience with analytics and data-driven decision making: The ability to derive commercial decisions and timelines from data insights and projections.
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Strong communicator with excellent interpersonal, presentation, facilitation and listening skills comfortable to address opportunities and concerns both internal and external. • Strong analytical and problem-solving skills, with the ability to analyse customer activity against expected behaviour or trends and take action as needed. • Adaptability: The ability to be flexible and adapt to changing priorities and requirements is important for this role, as our industry landscape is constantly evolving. • Strong organizational skills: The ability to keep track of multiple projects and deadlines is essential for this role, as it involves coordinating and executing multiple initiatives at once. • Strong collaboration skills: Natural team player who is curious, energetic and is motivated by collaborating with members of the sourcing, finance, technology and optimization team. • Detail-oriented and results-driven: The ability to work mostly independently and with attention to detail, driven and motivated by targets and unlocking business opportunities.

About WebBeds

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

WebBeds is a division of Webjet Limited (ASX: WEB).