

## Position Description **Product Manager**

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<b>Job Title:</b>	Product Manager
<b>Reporting to:</b>	Regional Director, East
<b>Department:</b>	Product (Contracting)
<b>Location (primary):</b>	East USA

### Job Purpose

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The Product manager plays a major role in complementing the Contracting team in the relationship management with hotel partners, through optimisation of rates and availability with targeted actions as directed by Line Managers.

To be responsible for either a single destination or a larger geographical area. The area may be changed dependant on the needs of the business.

To build and maintain key relationships within the department, as well as inter-company.

## Key Responsibilities

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- Build and maintain direct relationships with hotel partners
- Responsible for maintaining contractual hotel allocations, last-minute availability, and overall portfolio availability.
- Work with Hotels and Contracting Manager on special offers and promotions.
- Review, accept or negotiate against stop sales.
- Evaluate production and determine follow up action
- Educate hotel partners on supplier interface and implement training and usage.
- Undertaking tasks related to the competitiveness report.
- Undertake regular price comparisons for a given destination to always ensure we have the best rates.
- Assist with mapping and setting live of BAR contracts. Liaising with relevant teams to see the task through to the end
- Analyse, investigate and implement recovery of 3P bookings to DC according to departmental parameters.

### **Additional responsibilities as a Senior:**

- *Trading & Market Analysis*
- Undertaking tasks in relation to the control of hotel availability and price competitiveness
- Analyse and maximize availability and exposure in hotels where we have signed Marketing Fee and Overrides and monitor actual situation to reach targets.
- Analyse Fair periods to maximize availability and pricing
- Analysis of key reports and statistics along with other ad-hoc reports to help and drive revenue

## Key Measures

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### **General Support**

- Dealing with supplier queries
- Inter-departmental communication including accounts, reservations and customer care department, content, etc.
- Input extra availability into the system.
- Informing Contracts Managers of new leads and opportunities
- Assisting Contracts Manager with urgent tasks whilst they are on business trips.
- Assist with loading of contracts in key destinations in exceptional circumstances.

## Required Experience and Knowledge

<b>Essential</b>	
Qualifications & Knowledge	<ul style="list-style-type: none"> <li>• Commercial awareness in the travel industry</li> <li>• Good Microsoft Office knowledge, especially Excel and Outlook</li> </ul>
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> <li>• Personal effectiveness with strong communication and influencing skills</li> <li>• Comfortable using phone to negotiate with suppliers.</li> <li>• Experience in working in fast paced and multi-cultural environment</li> <li>• Proactive, with ability to offer solutions to issues encountered.</li> <li>• Personable with lots of enthusiasm and a “can do” attitude</li> <li>• Team player</li> <li>• Self- starter</li> <li>• Ability to use multiple systems</li> <li>• Ability to negotiate</li> <li>• Ability to work independently as well as part of the team</li> <li>• Ability to prioritise</li> <li>• Organised with impeccable attention to detail</li> <li>• Numerically astute</li> <li>• Ability to build effective working relations both internally and external</li> </ul>

<b>Desirable</b>	
Qualifications & Knowledge	<ul style="list-style-type: none"> <li>• Any language is an advantage</li> </ul>
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> <li>• Have worked in similar role</li> <li>• Experienced in various contracting platforms</li> </ul>

## 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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