

## Position Description. **Supplier Connectivity & Optimization Specialist**

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<b>Job Title:</b>	Supplier Connectivity & Optimization Specialist
<b>Reporting to:</b>	Supplier Connectivity Manager
<b>Department:</b>	IT Operations
<b>Location (primary):</b>	Jakarta, Indonesia
<b>Name of hiring manager:</b>	Vivian Sung

### Job Purpose.

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We are looking for a motivated Supplier Connectivity & Optimization Specialist to join the team in supporting business needs by assisting with the onboarding and integration process of new suppliers, analysing and optimizing existing key API Supplier Integrations.

### Key Responsibilities.

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- **Technical Support & Relationship Management:** You will own the partner onboarding and technical optimization of supplier accounts. Additionally, you will be the point of contact for diagnosing issues with supplier integrations and answering support questions from both internal and external parties.
- **Improve Partner Performance:** You will optimize our portfolio of 3rd party suppliers through focused analysis and experimentation to help WebBeds grow. This is mainly driven by reviewing partner technical performance (including error rate, mapping, traffic), understanding the opportunities and proposing relevant solutions.
- **New business onboarding:** You will work with the 3rd party suppliers' team, sales managers, and technology team to integrate new 3rd party suppliers and support & maintain current integrations. You will oversee analysing and defining the requirements, translating them into functional requirements for the development team. You will own the implementation until the 3rd party supplier has been integrated and provide ongoing support, testing and troubleshooting the integration(s).

Specific duties and responsibilities:

- Assist 3rd party suppliers' technical requests and work with internal integration team to take care of any technical issues.
- Keep track of assigned 3rd party supplier metrics (Search Traffic, Errors, Search KPI's)
- Review 3rd party supplier mappings

- Take initiatives in identifying growth opportunities.
- Build strong 3rd party relationships
- Communicate the progress to both internal and external stakeholders.
- Collaborate with our team to achieve sustainable growth.

## Required Experience and Knowledge.

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<b>Essential</b>	
<b>Qualifications &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Proficiency in English</li> <li>• Experience and strong knowledge in Microsoft Office Experience (advance skills in Microsoft Excel)</li> <li>• Critical thinker with data-driven decision-making mentality that will allow you to draw insights and tell a compelling story to improve partners performance and relationship</li> <li>• Team player with good time-management skills</li> <li>• Great interpersonal and communication skills</li> </ul>

<b>Desirable</b>	
<b>Experience, Skills and Behavioural Requirements</b>	<ul style="list-style-type: none"> <li>• Technical background and knowledge of API, XML, SQL, PowerBI</li> <li>• Additional language skills in Chinese is a plus</li> <li>• A proven track record of Technical Account Management or other relevant experience in managing multiple key accounts.</li> <li>• 2+ years of experience in Travel Industry</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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