

Position Description. **Accounts Relationship Manager – Singapore Clients**

Job Title:	Accounts Relationship Manager – Singapore Clients
Reporting to:	VP Commercial Strategy
Department:	Sales
Location (primary):	Singapore
Name of hiring manager:	

Job Purpose.

We are looking for the right candidate to join us fast growing and dynamic family in Singapore. The candidate will be working in Singapore and will gain experience of transformed travel technology and the exposure of working closely with the APAC Leadership team as well as our offices in the APAC region.

The right candidate must possess strong, fluent verbal and written communication skills in English. They are expected to have good negotiation skills & a proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail.

Key Responsibilities.

- Commercial Relationships: Building a rapport and commercial relationships within accounts at all levels. Manage existing accounts in Singapore and selected regions, by negotiating the best rates and allotments, and through strong negotiation of preferred agreements. Maintaining/updating the WebBeds CRM. You will also support supplier with any issues related to payment, rates, etc.
- Working with IT to resolve technical issues. Liaise with internal support teams to help resolve any customer service/operational issues that clients may bring to your attention.
- Business Development: be able to onboard new clients as required within assigned account base/regions and identify any new potential opportunities, recording leads and opportunities in the WebBeds CRM. Run allotment utilization reports, monitor current availability and adjust the allotment, as required.
- Performance Analysis: ability to use visualiser tools such as PowerBI to understand trends and upon request by the Commercial leadership in APAC would be an advantage.
- Teamwork: To be part of the Sales organisation and work collaboratively with colleagues to find solutions to problems and implement strategies on growth opportunities for customers.
- Market Knowledge: Become familiar and keep up to date with the Singapore/APAC markets, key players within the various business segments (corporate, leisure, etc), key competitors. Additionally, to keep a lookout for opportunities to grow the business as well
- Macro Trends: as what is new in terms of trade shows, marketing possibilities, be aware of changes both at a micro and macro level that will affect our business.
- Introduce WebBeds Group to new clients
- Training and marketing activities for accounts under management.
- Support the sales team for any request related to special rates, FAM trip, or other reasonable request, for the smooth operation of the business overall.
- Support the projects assigned by market/region/company with diversified commercial mentality.

Required Experience and Knowledge.

Essential

Qualifications & Knowledge

- Diploma or Bachelor's degree in any field of studies. Preference will be given for studies in the fields of Business Administration or Hospitality and tourism.
- Candidate must be independent and mature and have a positive working attitude with a strong sense of responsibility.

Desirable

1. Proficiency in visualisers like PowerBI, Tableau
2. Excel formulation skills

Experience, Skills and Behavioural Requirements

- 1-2 years of experience in a similar position will be preferred.
- Candidate must have an aggressive go-getting attitude and have a passion for securing partnerships, deals with customers.
- The candidate should have a sunny personality and enjoy working with people. The candidate needs to enjoy interaction with our client partners in Singapore
- Must also possess an analytical mindset and the ability to review supplier performance to optimises performance.
- Candidate must have a customer focus and drive to resolve any issues that may be a barrier to sales.
- Good written and spoken English and presentation skills

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

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