

Sales Support & Pricing Executive

Job Title:	Sales Support & Pricing Executive
Department:	Commercial Strategy
Location (primary):	Dubai

Who are WebBeds?

WebBeds is the fastest growing and most significant accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products help our partners and customers to create amazing Travel experiences.

Our Products range from a Retail Online platform, Integration Connectivity hub and distribution APIs to name but a few and our systems are 100% cloud hosted processing up to 4.5bn search requests daily We deliver amazing outcomes using leading edge technology through innovative and creative thinking.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) – an ASX 200 listed company operating a global digital travel business.

What makes us stand out?

- We are a wholesale global travel organisation
- We have 1500+ people speaking 50+ languages in 120+ cities across 50+ countries
- We partner with over 400,000 properties in more than 14,000 destinations
- We work with more than 44,000 travel companies in 145 source markets
- We have an amazing Technology team focussed on delivering valuable outcomes using innovative tech and creative & lateral thinking

What will you do on your journey with WebBeds?

WebBeds is the world's second largest accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products cover our full business needs, from distribution APIs, payment integrations, SAP integration, Data Lakes, User Interfaces, and others. Our search API reach peaks of more than 50.000 request per second, each one with tens or hundreds of hotels. And those numbers are growing every year.

"We design, deliver and support innovative solutions through engagement, collaboration and a fearsome passion for creating customer value" is our mission as an IT organization.

With this in mind, we strive to be at the leading edge of technology when it comes to build the platform that meets the needs of our customers. This translates to the use of latest .NET Core versions, K8S, microservices architecture, multiple clouds, CI/CD pipelines, automated testing or great monitoring and alerting systems, to name a few.

Our delivery teams have the creativity and freedom to express themselves by building innovative solutions to often complex problems and are challenged to reach higher levels daily. Our teams consist of product owners, QA engineers, Software Engineers, and people from across the business all working collectively and collaboratively. We have a very strong technical team from which you will be able to learn but are encouraged by new ideas and fresh thinking that you will bring with you.

How will you make an impact?

As a Sales Support & Pricing Executive, you will play a vital role in supporting the sales team and ensuring the efficient management of customer accounts and pricing strategies. Your responsibilities will include managing emails and queries from sales and clients, maintaining customer accounts in the system, reviewing and validating customer contracts and documentation, and providing troubleshooting assistance on account-related issues. Additionally, you will be responsible for assisting in customer-related projects, running analysis reports, preparing sales presentations, and actively monitoring pricing changes and competitiveness in the market.

Key elements to the role include, but not limited to:

- Efficiently manage emails/queries and account-related requests from sales and/or clients, ensuring timely responses and resolution of issues.
- Create and maintain customer accounts in the system, ensuring accuracy and completeness of customer information.
- Review and validate customer contracts and documentation, ensuring compliance with company policies and procedures.
- Provide troubleshooting assistance on all customer account-related issues, addressing inquiries and resolving problems promptly.
- Assist in the implementation/management of customer-related projects, collaborating with cross-functional teams as needed.
- Run analysis/reports of customer statuses, bookings, and other relevant metrics, providing insights and recommendations to support decision-making.
- Accurately apply pricing/markup changes and actively monitor, analyze, and share results/impact of all pricing adjustments.
- Regularly perform competitor pricing analysis to benchmark our competitiveness and identify areas for improvement.

The skills we would love to see in your suitcase!

- Bachelor's degree in Business Administration, Marketing, or related field.
- Minimum of 2 years of experience in sales support, pricing analysis, or related roles.
- Strong analytical and problem-solving skills, with the ability to interpret data and draw actionable insights.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with sales teams and clients.
- Proficiency in Microsoft Excel and other data analysis tools.
- Attention to detail and accuracy in data management and reporting.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Knowledge of pricing strategies and competitive analysis techniques is a plus.

Why choose us as your next destination?

We are super proud of our dedicated team of friendly, energetic & passionate professionals. Our people are key to the success of our business & everybody at Webbeds has their own unique role to play as we continue to drive the company forward.

Over 50 different languages are spoken by our workforce, but whether working from offices in Dubai or London or out in the field in Johannesburg or Buenos Aires, we all share the common goal to take pride in what we do & to deliver our partners with unbeatable service & support.

- International highly skilled group of experts from all around the globe 🌍
- Dynamic environment with the chance to grow, influence & impact change ⚡
- Disruptive, fast-growing market leader within travel & endless possibilities 📁
- Culture built on collaboration 🤝 empowerment and innovation 💡

Click for more information about life at WebBeds : <https://vimeo.com/448790131>

Find out more about the WebBeds business at www.webbeds.com