

Position Description **Operations Account Manager**

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| Job Title: | Operations Account Manager |
| Reporting to: | Head of Global Operations Account Management |
| Department: | Customer Services |
| Location: | Sao Paulo, Brasil o Orlando, USA |

Job Purpose

Reporting to the Head of Global Operations Account Management, the Account Manager is a point of contact for internal and external escalations related to key accounts and/or business critical situations.

The role holder will account manage a portfolio of select clients, proactively looking for ways to improve service and relationships. The Account Manager will establish close and trusted relationships with their assigned account, functioning as the voice of the customer within the Customer Service Organisation.

The role holder will also focus on establishing close relationships with the BAU Customer Service teams as well the commercial teams across the WebBeds business.

Key Responsibilities

- The main goal is to account manage a portfolio of assigned key clients. The role holder will be aware of all ongoing issues with their clients and support commercially sound solutions by working with internal and external stakeholders as required.
- Collaborate with BAU Customer Services and internal as well as external partners on timely resolutions for issue escalations as well as proactively work to close complicated and ageing customer service issues.
- Proactively monitor and report on operational issues
- Gather feedback from the WebBeds commercial teams and share with CS Leaders. Lead and/or support initiatives to implement solutions.
- Provide feedback on service issues and escalations to relevant customer service teams and the WebBeds commercial teams.
- Connect with BAU Department Heads to discuss escalations, common issues, and solutions.
- Ensure a thorough understanding of the Customer Service Department Processes and the ability to direct the commercial team to the right person who will solve issues where needed.
- Make sure that escalations related to key accounts and/or critical situations are solved and reported back to the commercial team in a timely manner, working alongside the customer service team for continuous improvements.
- Support Customer Service Surveys in setup and results gathering. Execute initiatives/projects internally and externally following the surveys.
- Conduct regular internal and external service reviews, showcasing Customer Service performance, highlighting risks or areas of improvement.
- Identify potential process improvements and proactively guide and support the Customer Operations Leadership Team on the continuous improvement agenda.
- Support projects on behalf of customer services and the focus is both on process reviews/changes as well enhancements to technology.
- Build and maintain a knowledge management database for assigned customers, requirements, and processes, to create a sustainable operating model for the Customer Enablement function.

Level of Financial Responsibility

- Agreed Loss approval, in line with the authority matrix.

Key Measures

- Company and departmental performance against targets and objectives.
- Achievement of individual objectives (as agreed during induction and appraisal processes).
- Delivery of tasks in a timely fashion and to a high quality.
- Feedback from colleagues.
- Feedback from clients.

Required Experience and Knowledge

| Essential | |
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| Qualifications & Knowledge | <ul style="list-style-type: none"> • Extensive travel industry experience, ideally both in Customer Service and Sales. • Contact Centre experience. • Excellent Communication and Stakeholder Management skills. • Project Management skills highly desirable. • Advanced Microsoft office skills. • Fluent in written and spoken English. Other languages highly desirable. |
| Experience, Skills and Behavioural Requirements | <ul style="list-style-type: none"> • Strong communication and interpersonal skills • Strong negotiating and influencing skills. • Highly organised with the ability to manage multiple activities and projects at the same time. • Strong analytical skills • Problem solving abilities. • Comfortable to work as part of a team. But also be able to work on own initiative. • Ability to work under pressure and to tight deadlines. • Willingness and ability to take ownership for decisions. • Ability to follow through to a conclusion. • Ability to multitask. • Customer focussed. • Willingness to travel. • Happy to be the voice of the customer. |
| Desirable | |
| Qualifications & Knowledge | <ul style="list-style-type: none"> • Project Management skills/experience • Writing skills to produce Account reports in English language. • Confident with MS Power Point to produce concise and meaningful presentations. |

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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