

## Position Description. **Customer Services Relationship Manager**

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<b>Job Title:</b>	Customer Services Relationship Manager
<b>Reporting to:</b>	Director of Customer Service - Europe
<b>Department:</b>	Customer Services
<b>Location (primary):</b>	Palma

### Job Purpose.

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Reporting directly to the Director of Customer Service – Europe, the Customer Services Relationship Manager is the single point of contact for any escalation items which need to be raised from across the WebBeds business pertaining to European Customer Service function. The role will be focused on establishing close relationship with sales, purchasing, and serving as our Customer service liaison handling issues as a first point of contact. Along with developing relationships with key internal stakeholders the role requires the individual to build and maintain strong relationships with both clients and partners, proactively engaging key partners to improve relationships, identify areas for improvement and help grow our market share.

### Key Responsibilities.

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- Gather and feedback commentary from the WebBeds commercial team with CS Leaders
- Build and maintain strong relationships with Key stakeholders' clients and partners
- Manage the partner survey gathering results and communicating with clients (Europe)
- Identify improvement areas and share these with the Director of Europe and the Leadership team
- Support the Director of CS Europe with any additional tasks
- Evaluate and share observations in B2B market trends and competitor's activity
- Initiate, implement and drive initiatives that will raise standards of work and improve profitability and service levels to Customers and Suppliers
- Develop and monitor benchmark standards to improve customer satisfaction and overall service levels
- To work with the Directors and COO in the short- and long-term planning of the group including leading and overseeing business projects
- Monitor and evaluate performance, analyse variances, perform process improvement audits, and develop and drive action plans to achieve optimal results

## Level of Management Responsibility.

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- Reporting directly into the Director of Customer Service – Europe, this position is part of the CS Leadership team but currently has no direct reports

## Key Measures.

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- Company and departmental performance against targets, objectives and budget
- 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
- Feedback from supply partners
- Bi-annual performance appraisal

## Required Experience and Knowledge.

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<b>Essential</b>	
<b>Qualifications &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Should have an experience at Manager capacity for at least five years. Leading and managing in a Customer Service organization.</li> <li>• Customer Service centre operations in the Travel and Tourism industry of at least Five years</li> <li>• Extensive sector specific experience</li> <li>• Solid knowledge of the latest technology solutions used in Customer Service especially on telephony and CRM / Ticketing tools. Vast knowledge on data mgt. and data driven decision management</li> <li>• Proven ability to work at both strategic and tactical level</li> <li>• Natural communicator</li> <li>• Ability to translate requirements into actionable plans</li> </ul>
<b>Experience, Skills and Behavioural Requirements</b>	<ul style="list-style-type: none"> <li>• Creative and innovative outlook</li> <li>• Acute attention to detail</li> <li>• Highly organised</li> <li>• Analytical and creative problem-solving skills</li> <li>• Strong communicator</li> <li>• Good verbal and written skills</li> <li>• Good commercial understanding</li> </ul>

## About WebBeds.

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WebBeds is the world's second largest accommodation supplier to the travel industry operating its B2B travel business through; Sunhotels, JacTravel, FIT Ruums, Lots of Hotels and Destinations of the World. WebBeds provides our global network of travel trade partners with the choice of 200,000 hotels in nearly 10,000 destinations.

Customers can access this huge choice of inventory, ranging from city-centre international chain hotels to independent beach properties, via market-leading booking websites or an API deployed in hybrid Azure cloud environment and are currently engaged in a series of substantial ongoing development projects. Clients can also access transfer services in 950 destinations, and thousands of tour guide excursions and attraction tickets. WebBeds also provides tailor-made travel arrangements for groups of all sizes covering leisure, special interest, education and MICE.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) - an ASX 200 listed company operating a leading digital travel business with over AUD\$1.9 billion in total turnover enabling customers to compare, combine and book the best domestic and international travel flight deals, travel insurance and car hire worldwide, alongside the above.