

Position Description **VCC Operations Team Leader**

Job Title:	VCC Operations Team Leader
Reporting to:	Accounts Payable Manager
Department:	Finance
Location (primary):	Tg.Mures, Romania

Job Purpose

A leading travel business requires an VCC Operations Team Leader to support the Accounts Payable Manager to ensure the smooth running of the VCC Global Operations Team including activities associated with the Purchase Ledger department.

To support the Accounts Payable Manager in delivering the output of the department on time and to the standard required by Management

Key Responsibilities

- Supporting the Accounts Payable Manager to ensure the VCC Operations Team is running efficiently and supporting the business to maintain exceptional relations with our suppliers
- Ensure the VCC Operations Team is replying to all internal and external queries in a timely manner (per SLA) and all queries are dealt with correctly and efficiently
- Ensuring all Supplier accounts are up to date and reconciled correctly
- Ensure accounting entries to the finance system are accurate
- Ensure clear communication is delivered to the purchasing teams as required
- Define and make suggestions for improvements in the processes adopted by the department
- Responsible for monitoring and recording, plus reporting KPI's to the AP Manager, SSM, SSD, FD and CFO, where applicable suggest measures to reduce backlog or any other issues that may arise
- Ensure workload is delegated appropriately to all Team members
- Provide training and support for other members of the team
- Paying special attention to escalated issues and resolving queries by territory where applicable
- Ensure all payments are authorised (in the bank)
- Ensure VCC providers' bank details are updated accurately and in a timely manner to meet payment dates, ensure the bank details are supplied by an approved source
- Liaise with VCC support and or purchasing to resolve duplicate charges, overcharges, FX issues
- Ensure cash flow and accruals are submitted accurately and on time as agreed with the AP Manager, SSM, SSD, FD and CFO
- Ensure month end review of debit Balances and KPI's is performed on time and reported back to Accounts Payable Manager any issues or areas of concern
- Ensure all month end requirements are delivered on time as agreed with the AP Manager, SSM, SSD, FD and CFO
- Ensure support for the new ERP project, implement the testing and training plans for the VCC Operations Team
- Ensure bank reconciliation is performed on time, all payments posted in the financial system, issues identified and report to management.
- Define and make suggestions for improvements in the processes adopted by the department
- Day to day staff management of the team, including holidays, sickness, appraisals, 1-2-1's
- To be the first point of escalation for team members in executing their assigned tasks
- To provide any additional support as can be reasonably expected of the role in supporting the Accounts Payable Manager, SSM, SSD and FD
- Complete any other tasks/projects as and when required by management
- Delegation of Authority and other internal policy are adhered to by the accounts payable team and internal partners.
- Build and encourage an excellent working relationship throughout the business and with suppliers by ensuring key focus areas are maintained between the Purchasing department and Content/Investigations department.
- Ad-hoc duties to assist in the smooth running of the AP Department as required by management.

- Ensure supplier & internal Ops, contracting VCC queries are resolved promptly and respecting the SLA
- Attending to external phone calls & emails from suppliers and internal teams to assist in providing on the spot VCC payments and any other payment/card charge issues as applicable
- Ensure manual VCC issuing to be actioned as applicable to scenario and to be recorded and reported periodically
- Investigate VCC Fraud alerts from providers in real time, action immediately
- Identify & deal with overcharges in a timely manner and in adherence to providers submission deadlines
- Minimise any form of liability/debit balances to avoid loss to the company
- Be proactive in combating issues that reflects negatively on WebBeds, suppliers' errors etc, be proactive in calling suppliers, re-educating them on how to charge a card and other scenarios as applicable
- Ensure accurate monthly VCC providers statement reconciliations, ensure VCC providers ledgers are up to date by end of month close, all postings and allocations are completed
- Processing VCC provider payments accurately and on time in accordance with the contractual agreements and statement of account due dates
- Maintaining departmental policies and procedures
- Your responsibilities may be adjusted to cater for a specific role or project

Level of Financial Responsibility.

- Ensure payments are accurate, not duplicated or have any negative impact on the company's cash flow position or commercial relationships with supplier
- Mitigate debit balances, fraud liabilities to avoid loss to the company

Level of Management Responsibility

- Responsible for the supervision of 5 or more staff members.

Key Measures.

- VCC provider statements are reconciled accurately, and postings completed by month end

- VCC providers payments are submitted accurately and on time in accordance with contractual agreements
- Supplier & internal departments queries are resolved to SLA and company guidelines to ensure suppliers are paid on time
- Making sure all potential Fraud cases are actioned immediately
- KPI's are prepared and met monthly in accordance with internal processes, such as charge backs, debit balances mitigation, supplier satisfaction, fraud alerts/actions
- Respecting the dates for monthly reports allowing time for submission and review by Team Leader by month end close
- To complete daily tasks on time so it doesn't affect other departments activities
- Maintain strong working relationships with Contracting and Operations
- Maintaining and evolving business and departmental internal policies and procedure
- The creditors ledger is reviewed monthly, ensuring there is no liability of loss to the business
- Ensure all incremental adjustments are posted accurately, on time and deducted in real time where applicable
- Maintaining and evolving business and departmental internal policies and procedure
- New processes and procedures to improve efficiencies within the department
- Maintain a high level of moral and enthusiasm within the team, including clear guidance and communication

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Strong numerical skills
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Experience in an Accounts Payable Role • Excellent written and verbal communication skills essential • Experience and understanding of debits and credits • Experience and understanding of accounts software • Experience in high volume transactional departments • Well organised, highly accurate and with an excellent attention to detail essential • A solid working knowledge of Microsoft Word, Outlook, and Excel (Understanding V-Lookup, Pivot and Functions an advantage) essential • Able to lead by example and to show up commitment, initiative, and ownership • Able to prioritise and delegate large workloads and work to strict deadlines • Personally, effective with strong communication and influencing abilities, professional, credible, confident • Experience in high volume transactional departments

Desirable	
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Supervisory/managerial experience • Self-motivated, flexible, and able to work on own initiative • Well organised, highly accurate and with an excellent attention to detail • Can work under pressure and to tight timescales • Ability to make commercially sound decisions in the best interests of the company

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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