

Position Description **Groups Operations Executive**

Job Title:	Groups Operations Executive – German speaker
Reporting to:	Groups Operations Manager
Department:	Operations
Location (primary):	London, Edinburgh or Palma

Job Purpose

To ensure the smooth operations of our groups by creating a well-planned timed itinerary and book all the relevant services and entrances, special attractions. Provide excellent customer service to our clients.
To work closely with colleagues in other department in order to develop and grow the business from specific incoming markets for Groups.

Key Responsibilities

To achieve successful and profitable operation of all groups handled
To understand the needs of the clients and the market in which the department is operating, obtaining this information through in-house sources, senior staff and sales and Key account teams
To work closely with colleagues in Sales and Key Account to ensure growth in this area and oversee the client relation

Level of Financial Responsibility.

To achieve the costed profit margins for all tours and to aim to over-achieve whenever possible
To minimize accounts/credit control problems and to ensure that invoicing is completed at a stage which gives Credit Control sufficient time to anticipate potential problems
To ensure that non-credit clients and clients with special terms are invoiced at correct time
To ensure that queried/problem supplier invoices are resolved within the deadline
To check financial details of each booking and to ensure profit / loss is identified on Tourplan accurately

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	A solid working knowledge of Microsoft Word, Excel, Outlook and the Internet Comprehensive industry knowledge
Experience, Skills and Behavioural Requirements	Exceptional customer service and results driven Highly accurate with an excellent attention to detail Well -developed English written and verbal communication skills Fluency in either German in addition to English. Ability to make decisions and to work on own initiative and in a team Excellent organisational skills

Desirable	
Experience, Skills and Behavioural Requirements	Previous experience of working in DMC -Groups Business

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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