

## Position Description. **Commercial Manager - UHI**

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<b>Job Title:</b>	Commercial Manager
<b>Reporting to:</b>	VP Commercial Strategy & Technology
<b>Department:</b>	Commercial Manager - UHI
<b>Location (primary):</b>	UAE
<b>Name of hiring manager:</b>	Sebastian Kuckart

### Job Purpose.

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As Commercial Manager, you will be part of a team striving to constantly improve profitability and efficiency of Umrah Holidays International business optimization. This extends from improving conversion and revenue among all Umrah Holidays International customers to optimizing product offerings, and process/project improvements.

You will be working closely together with the VP Commercial Strategy & Technology, key customers and Umrah Holidays International global teams ensuring necessary processes are fully embedded and improved on a continuous basis to drive the most value out of Umrah Holidays International relationships.

### Key Responsibilities.

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**Customer Optimization & Relationship Management:** You will own the partner onboarding and technical optimization of key API Accounts. Additionally, you will be the technical point of contact for diagnosing issues with supplier & customer integrations and answering support questions from both internal and external parties. This includes but is not limited to:

- Assisting customers' technical requests and take care of any technical issues.
- Keeping track of key account metrics (Search Traffic, Errors, Search KPI's)
- Reviewing customer/supplier mappings
- Reviewing customer pricing and account configurations and propose adjustments where needed.
- Taking initiatives in identifying growth opportunities.
- Building strong customer relationships, especially with key customer stakeholders and internal teams.
- Communicating the progress to both internal and external stakeholders.
- Collaborating with our team to achieve sustainable growth.

**Overall Business Performance:** You will contribute to analyse, review and design business processes to optimize overall business performance. You will be collaborating with global commercial teams to improve overall sales and identify opportunities for growth. This is including but is not limited to:

- Identify areas for improvement, goals & tactics to generate business from new and existing accounts
- Establish and report on KPIs to measure business performance
- Develop deep understanding of our partners business and identify mutual growth opportunities
- Create solutions to optimize technical, commercial, and operational performance including pricing strategy and customer service procedures
- Work closely with internal teams including supply, analytics and finance to articulate the needs of the partner base and foster a collaborative approach across the broader Umrah Holidays International business.
- Work with the Purchasing and suppliers to identify opportunities to increase and optimization of product via XML API/PUSH/CACHE.

**Project Support:** You will work closely with the Project and technology team to assist defining the business requirements to improve Umrah Holidays International Booking Platforms and API's. As a business stakeholder you will actively contribute to driving discussions, analysis and decisions. You will:

- Participate in team's meetings to follow the progress and ensure what is delivered meets the desired outcomes
- Create supporting documents for new functionality/processes
- Develop relationships and collaborate with people from across the business, ensuring shared understanding and expectations of the business needs, drivers, and challenges
- Collaborate with and share feedback with product delivery team to improve processes
- Explore new opportunities and ideas to help understand value proposition

## Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"><li>• A proven track record of relevant Commercial experience in managing multiple key customers &amp; suppliers.</li><li>• Critical thinker with data-driven decision-making mentality that'll allow you to draw insights and tell a compelling story to improve partners performance and relationship</li><li>• Team player with good time-management skills</li><li>• Great interpersonal and communication skills</li><li>• Experience and strong knowledge in Microsoft Office Suite</li><li>• 5+ years of experience in Travel Industry is a <b>must</b></li><li>• Technical background and knowledge of API, XML, SQL, PowerBI is a plus</li><li>• Proficiency in English language is a <b>must</b>, Arabic a plus</li></ul>

## About Umrah Holidays International.

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Umrah Holidays International is part of the WebBeds Group; The world's fastest-growing and second-largest business to business (B2B) accommodation provider to the travel industry.

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Umrah Holidays International (UHI) provides a digital solution to simplify the Umrah journey and the booking process including visas, hotels, meet and greet, transfers and sightseeing in the holy land of The Kingdom of Saudi Arabia (KSA).

The visa integration process has been developed in accordance with the KSA Ministry of Foreign Affairs requirements and enables UHI to offer simple and quick e-Services to facilitate the planning, processing and issuance of visas for pilgrims in line with the KSA's historic role in serving Muslims and Islam.

Leveraging on WebBeds global distribution network and strong partnerships with KSA hotels, UHI undertakes to promote religious travel to Saudi Arabia to Travel Agencies worldwide. Our partners will also benefit from a comprehensive range of leisure inventory and packages bookable via online and offline channels, pre or post the spiritual visit to the kingdom. UHI's simple and user-friendly trading environment supports the KSA's vision and ambition to welcome 30 million religious' tourists by the year 2030.

As part of WebBeds, UHI benefits from over 40 years' experience in distributing travel products to the global B2B travel industry along with the backing and financial support of the Webjet Group of companies that has a global annual turnover in excess of AUD 3.5Billion. Our staff of over 1,800 travel professionals are dedicated to distributing hotel content to 20,000+ travel companies globally whilst providing an unrivalled level of service that is amongst the best in the business.

Find out more about the Umrah Holidays International business at [www.UmrahHolidaysInternational.com](http://www.UmrahHolidaysInternational.com)