

Position Description **Contracts Support Executive**

Job Title:	Contracts Support Executive
Reporting to:	Contract Support Team Leader
Department:	Contracts Support
Location (primary):	Tg.Mures, Romania

Job Purpose

Working as part of one of our Specialist Functions with the Contracting Team this role is focused on providing administrative support to the contracting and contract support team and ensuring efficient and accurate entry of supplier contract information into the company database system(s). A Contract Support Executive should have a strong eye for detail, able to work independently and be able to follow processes and procedure to deliver excellent, error free loading.

Key Responsibilities

- Enter new supplier contracts for sale into the company database system(s).
- Enter updates and amendments to existing contracts within the company database system(s).
- Calculation of costs rates using basic maths.
- Ensure highest standard of accuracy of entry by undertaking a self-check of work entered with the aim to achieve a 'zero error rate'.
- Ensure that all turnaround times are met as per department SLA.
- Always follow the department processes and procedures.
- Raise queries for any contract details that appear incorrect or do not follow agreed processes and procedures.
- Liaise with internal Contract Managers by voice or email communication as necessary to resolve all contract related queries.
- Assist supplier partners with any requests in a timely manner and a polite and professional manner.
- As we are a global company, communication will be in English both written and spoken.
- Provide feedback on where you identify any blockages within your day-to-day workflow.
- Complete all work-related tasks as allocated by Team Leader or Department Manager.
- Assist other departments with questions or queries related to supplier contracts.
- Attend presentations and training as required.
- Accurately complete any reports as required across the department.
- To offer general support to other team members and to other departments if needed.
- Achieve targets and objective as provided to you on weekly, monthly, or annual basis.
- Any other reasonable requests from a Contract Support Team Leader or the department Manager.

Key Measures

- Three-month probationary period with Objectives
- Monthly KPI review and scorecards
- Error reporting review
- Monthly calibration and knowledge testing
- Annual End of Year Review

Required Experience and Knowledge

Essential

Qualifications & Knowledge	<ul style="list-style-type: none">• Fluency in spoken and written English (required)• Experience working in a data entry/administration environment (preferable)• Travel Industry or Hotel background (beneficial)
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Computer literate in Microsoft Office tool set.• Accuracy, research skills and attention to detail.• Strong communication and interpersonal skills.• Strong analytical skills.• Problem solving abilities.• Team working skills.• Ability to work under pressure to tight deadlines.• Ability to work and focus on given task and see through to completion.• Adaptable to change in day-to-day tasks and procedures.• Confident to ask questions and seek clarification.• Ability to work under own initiative.

Desirable

Qualifications & Knowledge	<ul style="list-style-type: none">• Travel industry and/or Hotel revenue or reservation experience
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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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