

Position Description. **System & Sales Support Executive**

Job Title:	System & Sales Support Executive
Reporting to:	Senior Projects & System Specialist
Department:	Commercial Strategy
Location (primary):	Egypt
Name of hiring manager:	Collen Villar

Job Purpose.

Analyse and manage system errors and technical concerns/queries of clients on all platforms and liaise & follow up with the concerned department for the resolution.

Key Responsibilities.

- Managing the daily review of technical errors and issues.
- Managing all system and technical-related queries internally and externally.
- Raising necessary error and issues to Juniper (developer) as needed.
- Assist in all sales-support related tasks such as managing accounts & reports.

Level of Financial Responsibility.

- Minimal level of financial responsibility (mainly ensuring potential bookings losses are avoided).

Level of Management Responsibility.

- Minimal level of management responsibility.

Key Measures.

- Number of bookings under investigation/ROE.
- Issues review and resolution timeframe.
- Quality of resolutions & responses to queries & issues.

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none">• Strong analytical, organizational, and time management skills.• The ability to multitask and quickly switch your focus.• Good knowledge on API/XML and system integrations.• Ability to read XML language and troubleshoot issues/errors
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Travel industry background preferred.• Knowledgeable in Microsoft Office (Excel, Word & Power Point) is a must• Willing to work during week ends

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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