

Position Description **VCC Operations Senior Executive**

Job Title:	VCC Operations Senior Executive
Reporting to:	VCC Operations Team Leader
Department:	Shared Services Finance
Location (primary):	Tg.Mures, Romania

Job Purpose

- A leading travel business requires a VCC Operations Senior Executive to support the Accounts Payable Team Leader to ensure the smooth running of the VCC Global Operations Team including activities associated with the Purchase Ledger department.
- To support the Accounts Payable Team Leader in delivering the output of the department on time and to the standard required by Management
- To ensure strong business relationships are maintained with Suppliers, VCC providers and Contracting teams
- To ensure that all escalated queries are assigned/dealt with on a priority basis, accurately and according to the established SLAs
- To ensure protocol is adhered to relating to fraudulent alerts and associated investigations and actions either on a card or billing account level
- To ensure issues are dealt with in a clear and concise manner and where necessary via telephone contact in the first instance
- Ensure all VCC providers are paid in accordance with contractual terms and conditions avoiding late payment fees
- Support for the new ERP project
- The role will involve resolving our suppliers and internal partners VCC related queries on a 24/7 basis to avoid any disruptions to client check in or supplier dissatisfaction with our service
- This will include but not limited to queries submitted to the Team by internal and external phone calls, e-mails, on the spot situations, and any other matters that relate to VCC transactional processes
- Ensure all VCC fraud alerts are actioned/investigated same day to mitigate loss to the company, ensure detected matters relating to potential mass scale fraud are alerted to senior management in real time
- Detect and report to senior management consistent areas of improvement in particular duplicate charges, same supplier - errors in charging card, multi attempts to charge wrong card and others as agreed with line manager
- To ensure VCC provider statements are received and reconciled in time for the Month-End closing
- To process payments in the bank in time for the funds to reach the VCC provider no later than statement due date as per internal procedure, ensure internal VCC payment monitoring document is completed in real time
- Investigating non -matching invoices to bookings, dealing with supplier and internal departmental
- Ensure all chargebacks are actioned adhering to card providers submission timelines, mitigate liability to the company for overcharges, fraud, any form of debit balances
- To support the Accounts Payable Team Leader in delivering the output of the department on time and to the standard required by the company

- To uphold company policy & procedure while ensuring that all internal partners also adhere to the rules & regulations agreed to by the company

Key Responsibilities

- Supporting the Accounts Payable Team Leader 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
- 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 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
- To provide any additional support as can be reasonably expected of the role in supporting the Accounts Payable Manager, SSM, SSD and FD
- 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.
- 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
- 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 Management Responsibility

- Supporting Team Leader in the management 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
- 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

Required Experience and Knowledge

Essential

Qualifications & Knowledge	<ul style="list-style-type: none">• Knowledge and understanding a Accounts Payable function• Strong numerical skills
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Knowledge and understanding a Accounts Payable function• Strong numerical skills• Experience and understanding of accounts software• Well-developed written and verbal communication skills essential• 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• Experience in high volume transactional departments• Personally effective with strong communication and influencing abilities

Desirable

Qualifications & Knowledge	<ul style="list-style-type: none">• Self-motivated, flexible, and able to work on own initiative• Can work under pressure and to tight timescales
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• Willingness and ability to take ownership for decision• 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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