

## Position Description. **Client Dispute Negotiation Executive**

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<b>Job Title:</b>	Client Dispute Negotiation Executive
<b>Reporting to:</b>	Dispute Negotiation Manager
<b>Department:</b>	Finance
<b>Location (primary):</b>	Targu Mures

### Job Purpose.

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- A leading travel business requires a dedicated person to investigate customer disputes to maximise cash collection and minimise loss to the WebBeds Group
- To lead professional negotiations to resolve the disputes with internal and external partners in the company's best interest
- Maintain a minimal level of outstanding debt due to customer disputes to agreed targets
- Develop and maintain existing commercial relationships with internal departments, suppliers and customers
- Support Management to develop efficient processes and control procedures to enhance productivity and query resolution SLA's across WebBeds

## Key Responsibilities.

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- Resolve disputed bookings from customers with the commercial and customer service teams promptly for all FIT booking platforms
- To be a key point of escalation for the AR team, commercials team and customers to resolve disputed bookings, investigation and negotiations
- Ensure accurate notes are filed on the booking platforms of the negotiation and approval sign off
- Report pro-actively repeated error/mistakes made by various departments which result in a disputes issue arising with customers & Suppliers. Ensure issues are addressed in a timely manner, prevention from re-occurring
- Highlight to senior management consistent issues driven by a single source such as booking platform issues as an example
- Run weekly reports and raise credit notes where applicable.
- Prepare data for proposed accounting adjustments due to disputes, with accountable back up for write off
- Ensure response turnaround to internal and external partners is in compliance with departmental policy of 48 hours
- Define and make suggestions for improvements to processes adopted by the finance teams and other departments across WebBeds to resolve disputes
- Prepare dispute reporting for inclusion in the monthly Financial Control Pack and other analysis as required by the business
- Support interim and year-end audit deliverables required from the department as required by FD and FTM
- Complete any other tasks & projects as and when required by the Team Leader, FTM, FD & CFO

## Level of Financial Responsibility.

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- No budgetary responsibility
- Sign off limits to be agreed for dispute resolution

## Level of Management Responsibility.

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- N/A

## Key Measures.

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- Ensure disputes are resolved in a timely manner with minimal negative impact to cash collection or commercial relationships
- 90+ days debt reduction targets are met
- Highlight to senior management consistent issues driven by a single source such as booking platform issues
- Help to ensure aged debt meets agreed targets in relation to ledgers, no material increase each month
- Improve process efficiencies, reduce manual work
- Improve and align policies and procedure across applicable departments – Customer Service, Partner Support, Customer Experience, AR, and AP

## Required Experience and Knowledge.

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### Essential

Qualifications & Knowledge	<ul style="list-style-type: none"><li>• Excellent negotiation skills</li><li>• Ability to build and maintain strong relationships with Customer, Suppliers and Commercial Teams</li><li>• Advanced Excel skills</li><li>• Ability to work to strict deadlines and achieve required targets results</li></ul>
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"><li>• Strong communication, interpersonal and client relationship management skills</li><li>• Proactive and results driven, delivering on commitments</li></ul>

### Desirable

Qualifications & Knowledge	<ul style="list-style-type: none"><li>• Knowledge of FIT platforms</li><li>• Travel or e-commerce experience</li><li>• Credit Control / Accounts Payable experience</li></ul>
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"><li>• Financial system reporting</li></ul>

## About WebBeds.

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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](http://www.webbeds.com)

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