

Position Description. **Reconciler Specialist**

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| Job Title: | Reconciler Specialist |
| Reporting to: | Director Operations |
| Department: | Customer Service |
| Location (primary): | Targu Mures or Cluj Napoca, Romania |

Job Purpose.

To effectively manage clients' and partners' (internal and external) enquiries and ensure that customer satisfaction is at the core of every decision and behavior at all times.

Interact with internal and external clients via phone or email to provide support and resolution on assigned tasks. A large part of this role will be to manage the tasks coming from the Reconciler app within WebBeds, which is crucial in supporting WebBeds achieving their strategic goals.

Key Responsibilities.

- Ensure to complete all assigned Reconciler tasks at the highest standards.
- Acknowledge all enquires and requests received within specified service standard requirements.
- Negotiate effectively.
- Organize information and data. Ability to assemble and maintain data in a logical file system that can be accessed by you or others at any given time.
- Input data into systems and documentation.
- Keep clear evidence of losses occurred and report to management
- Offer support and guidance to coworkers.
- Be able to work effectively with others and contribute to team task accomplishments.
- Ability to solve problems. Identify root causes by asking the appropriate questions and apply intervention to address them.
- Undertake other tasks and projects as and when required by line manager in line with the main responsibilities.

Additional responsibilities as a Senior (when applicable):

- Coaching and training of team members.
- Offer support to team members and peers
- Support line managers when it comes to scheduling, staff monitoring, reporting.
- Support team and line manager when it comes to case escalations
- Any additional task requested by line manager when it comes to team management.

Level of Financial Responsibility.

- You will have financial authority (up to agreed limits) for decision making in relation to booking rates and potential losses.

Level of Management Responsibility.

- Not applicable

Key Measures.

- Company and departmental performance against targets, objectives and budget
- Achievement of individual objectives (as agreed during induction and appraisal processes)
- Delivery of tasks in a timely fashion and to a high quality
- Feedback from colleagues
- Feedback from clients
- Feedback from supply partners
- Bi-annual performance appraisal

Required Experience and Knowledge.

Essential

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| Qualifications & Knowledge | <ul style="list-style-type: none">• Good knowledge of Microsoft office tools (Excel, Outlook, Sharepoint, PPT)• Experience working in a customer facing role• Strong communication, interpersonal and client relationship management skills• Fluency in spoken and written in English• Computer literate. Basic knowledge of computer usage: Windows applications, email and internet. Learn the company internal software use |
| Experience, Skills and Behavioural Requirements | <ul style="list-style-type: none">• Creative and innovative outlook• Acute attention to detail• Highly organised• Analytical and creative problem-solving skills• Strong communicator• Good verbal and written skills• Good commercial understanding• Good negotiating skills• Team working skills.• A “can do” approach.• Ability to organize and plan effectively and to prioritize tasks in order to manage multiple activities and meet deadlines.• Ability to work under pressure and to tight deadlines.• Willingness and ability to take ownership for decisions.• Initiative to achieve the best result. |

Desirable

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| Qualifications & Knowledge | <ul style="list-style-type: none">• Travel industry experience• Customer Service experience• Fluency in spoken and written in any language other than English |
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About WebBeds.

WebBeds is the world's second largest accommodation supplier to the travel industry operating its B2B travel business through; Sunhotels, JacTravel, FIT Ruums, Lots of Hotels and Destinations of the World. WebBeds provides our global network of travel trade partners with the choice of 200,000 hotels in nearly 10,000 destinations.

Customers can access this huge choice of inventory, ranging from city-centre international chain hotels to independent beach properties, via market-leading booking websites or an API deployed in hybrid Azure cloud environment and are currently engaged in a series of substantial ongoing development projects. Clients can also access transfer services in 950 destinations, and thousands of tour guide excursions and attraction tickets. WebBeds also provides tailor-made travel arrangements for groups of all sizes covering leisure, special interest, education and MICE.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) - an ASX 200 listed company operating a leading digital travel business with over AUD\$1.9 billion in total turnover enabling customers to compare, combine and book the best domestic and international travel flight deals, travel insurance and car hire worldwide, alongside the above.