



## JOB DESCRIPTION

<u>Position Title:</u>	Director of Operations, Corporate Travel
<u>Senior Leadership Team Leader:</u>	EVP of Operations
<u>Team Leader:</u>	VP Operations
<u>Team Membership:</u>	Operations
<u>Location:</u>	Reports into Exton
<u>Job Status:</u>	Exempt
<u>Supervisory Responsibilities:</u>	Full supervisory responsibilities
<u>Objective of the Position:</u>	World Travel, Inc., the nation's 4 <sup>th</sup> largest independent Corporate Travel Management Company specializing in midmarket corporations is seeking to hire a Director of Operations. This position is to successfully lead 70 + employees equivalent to 7-10 Corporate Reservation Teams to success by meeting the needs of our valued accounts.
<u>Job Summary:</u>	<p>These teams may include in-office and virtual staff that consists of multi account reservation dedicated travel consultants and operations support teams to WTI's valued accounts.</p> <p>This position is responsible for achieving all client and World Travel Inc. operational goals related to the U.S. travel program. While ensuring optimal operational performance results</p>

<p><u>Essential Functions:</u></p>	<p>This position is responsible for achieving all client and World Travel Inc. operational goals related to the WTI travel program. These operational goals include and are not limited to the following essential functions:</p> <ul style="list-style-type: none"> <li>• Account satisfaction and retention goals</li> <li>• Measure and report Corporate Reservation Teams overall performance</li> <li>• Develop and implement service performance enhancement plans</li> <li>• Ensure the Corporate Reservation Teams are providing ideal customer service to World Travel Inc.'s valued clients</li> <li>• Assess and determine best operational methods for accounts based on account specific goals</li> <li>• Measure monthly and quarterly service metrics to guarantee optimal performance results</li> <li>• Be fiscally responsible on behalf of the organization by containing cost</li> <li>• Ensure the frontline consultants have the necessary competencies to do a great job</li> <li>• Assess and schedule necessary Travel Consultant training</li> <li>• Be proactive with managing the workforce to eliminate any unnecessary overtime</li> <li>• Coach and motivate the Team Managers</li> <li>• Able to meet deadlines</li> <li>• Ensure the Team Managers are following the organizations standard operating procedures</li> <li>• Optimize consultant productivity</li> <li>• Exhibit strong leadership to attract, motivate and inspire the Corporate Reservation Team Members</li> <li>• Working with Team Managers to ensure all company standard operating procedures are being followed and measured</li> <li>• Guarantee human resource policies are followed</li> <li>• Promote and support year-over-year business growth</li> <li>• Develop and implement operational workflow to ensure end-to-end reservation fulfillment is quick, efficient and error free</li> <li>• Continuously review the operation by team and implement a continuous process improvement approach to managing the business</li> <li>• Participate with new account implementation process to ensure new business has a successful "go live"</li> <li>• Professional role model to the organization as a senior leader of the business</li> </ul>
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	<ul style="list-style-type: none"> <li>• Work closely and collaborate with all internal departments</li> <li>• Approves payroll</li> <li>• Perform other duties as assigned</li> </ul>
<u>Competency and Position Requirements</u>	<ul style="list-style-type: none"> <li>• Business administration</li> <li>• Exhibits professional business acumen</li> <li>• Excellent written and oral communication skills</li> <li>• Understands reservation workflow</li> <li>• Proficient with GDS, knowledge with Apollo and Sabre is a plus</li> <li>• Able to work well with all departments</li> <li>• Must be familiar with call center applications</li> <li>• Understanding of ACD Phone systems and reporting</li> <li>• Ability to run and understand service metric reports</li> <li>• Be a positive and professional role model within the organization</li> <li>• Able to analyze data and establish necessary operational adjustments to meet the organizational needs</li> <li>• Proficient in Microsoft Excel, Word and Outlook</li> <li>• Ability to present with existing and potential clients</li> <li>• Effective organizational and time management skills, with follow through on goals, plans and projects</li> <li>• Excellent problem-solving skills</li> <li>• Creative approach to enhanced service offerings</li> <li>• Ability to motivate a team and foster effective teamwork</li> <li>• Adept to manage change and demonstrate adaptability and flexibility</li> <li>• Capable to work independently exercising discretion and judgment that protects the business and provides service</li> <li>• Ability to manage client and vendor relationships related to operational objectives</li> <li>• Able to communicate expectations effectively to Team Managers</li> <li>• Understanding of online booking tool processes</li> <li>• Knowledge on supplier contracts</li> <li>• Creative problem-solving skills</li> <li>• Must be able to multi task and prioritize a busy day</li> <li>• Ability to recruit, motivate, coach and develop staff</li> <li>• Must be able to book air, car and hotel reservations</li> </ul>



<u>Education and Experience Requirements</u>	The ideal candidate will have a minimum of 7-9 years mid to senior operations leadership position, college education a plus.
<u>Physical Factors/Environment:</u>	<p>The physical demands described herein are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals will be required to work at a desk or other work space with a dual-monitor computer and telephone. Individuals are required to answer the telephone and type on the computer's keyboard. Headsets for the telephone are available. Individuals are required to reach above shoulder height, below the waist, and lift items as required to file documents or store materials in a drawer or overhead bin throughout the day. Proper lifting techniques are required.</p> <p>Individuals are required to travel on a regular basis beyond their home office to prospective customer meeting locations as required.</p> <p>To maneuver around the office, individuals are required to walk on a level surface, periodically and as necessary, throughout the day.</p>
<u>Working Conditions; Schedule:</u>	<p>The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>World Travel, Inc.'s offices are traditional corporate offices.</p> <p>For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment.</p>



	<i><b>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</b></i>
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By signing in the area designated below, the undersigned approve and understand the content of this job description.

<u>Senior Leadership Team Leader:</u>	Signature:
	Date:
<u>Team Member</u>	Signature:
	Date: