

JOB DESCRIPTION:

Title: Global Account Manager

Reports to: Director / VP Global Account Mgmt

Job Summary:

Responsible for client retention, profitability, quality service and business development for an assigned client portfolio with global service requirements

Duties and Responsibilities May Include:

- Ensures global client contract compliance through effective management of services provided. This includes execution of SLA's, Business Plan, Savings goals, MIS, and non-US Partner oversight.
- Manages account profitability by reviewing quarterly income statements, negotiating profitable vendor contracts and attaining WTI goals.
- Promotes consultative approach to selling products, services, and expansion of business to achieve additional sales and revenues.
- Meets face to face with clients on a regular basis and conducts regular service check-up calls. Addresses all expressed service concerns expeditiously and secures customer consensus that issues are resolved.
- Develops and maintains relationships with key global partners personnel.
- Participates in implementation of new clients and ensures agreements made at the time of proposal are implemented.
- Develops customer-specific travel management and service objectives through an account plan; implements action plans to achieve results and reports progress to the customer and to their management.
- Conducts multi-national account reviews quarterly on a schedule determined with client needs and annual formal reviews with management and client.
- Conducts or participates in client functions/activities (trade shows, seminars, conventions, etc.) as necessary to solidify relationships and improve customer knowledge of WTI products and benefits.
- Analyses customer travel patterns and proactively makes recommendations for cost savings and productive enhancements.
- Maintains working knowledge of global travel industry trends in order to provide consultation to clients.
- Supports clients and engages World Travel Consulting Services with vendor negotiations.
- Conducts annual client satisfaction survey. Develops a plan to address all areas of concern.
- Tracks achievement of customer travel management goals and objectives and quality service objectives and documents results.
- Conducts travel seminars and client education/training as necessary.
- Oversees the implementation of offices outside of the U.S.
- Forms a relationship with WTI counterparts in client country locations.
- Communicates all applicable account travel related information and updates to appropriate WTI counterparts.
- Oversees Global World Reports and reporting processes and helps coordinate the implementation.
- Attends global account management training when required.

- Regularly updates CRM tool with all required and timely client information.
- Develops and maintains relationships with WTI counterparts across all departments.
- Assumes and performs other duties and responsibilities not specifically outlined herein, as requested.

Transferable Skills:

- Knowledge of travel operations and industry
- Knowledge of accounting and financial analysis
- Knowledge of contract management
- Understanding of other cultures & business practices
- Capable of problem solving: anticipating, initiating and resolving customer or vendor issues
- Capable of working in a team environment as a role model, supporting management and staff, following policies, providing feedback, assisting in special projects and taking on additional responsibility
- Ability to cross-sell WTI services and products and sell preferred vendors
- Ability to respond to change
- Strong analytical skills
- Ability to work independently, developing sales strategies and action plans and implementing goals and objectives
- Professional manner and appearance
- Excellent written and verbal communication skills including public speaking and presentations
- Managing client relationships-establish, develop, and maintain client trust and loyalty over time and through changes
- Ability to maximize profitability while minimizing costs
- High level of competency in Office – Word, PowerPoint, Excel, Teams
- Foreign language fluency, a plus

Qualifications:

- Thorough knowledge of travel agency operations and/or account management
- Global Travel Management Experience; including extensive travel outside the US, established knowledge of travel patterns (air vs. train vs. ferry), booking and fare alternatives (GDS, non-GDS)
- Thorough knowledge of WTI technology desired
- Minimum of 10 years of travel agency experience
- Minimum of 7 years of travel agency experience in an account management role
- Implemented new travel accounts

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, and use hands to finger or handle or feel objects, tools, or controls as well as type. The employee is occasionally required to reach with hands and arms.

The employee must occasionally lift or move up to 10 pounds. Specific vision abilities required by this job include close vision.