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| JOB DESCRIPTION | |
| Position Title: | Global Account Manager |
| Senior Leadership Team Leader: | Director/VP Global Account Management |
| Location: | Virtual or Office |
| Job Status: | Exempt |
| Supervisory Responsibilities: | None |
| Duties and Responsibilities | * 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 outlines 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 maximizing 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 faring 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 Factors/Environment: | |  | | --- | | 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.  Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals must be seated at a desk 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. | |
| Working Conditions; Schedule: | |  | | --- | | 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.  World Travel, Inc.’s offices are traditional corporate offices.  For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment. | |
|  | ***This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.*** |