

The Company

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.

Job Description

Job Title:	Operations Consultant
Reporting to:	Team Leader
Department:	Operations
Location (primary):	Romania (TGM or Cluj)
Number of positions&Shifts:	
	Day Shifts
	<ul style="list-style-type: none">• 6 English Language Operations Consultants• 3 French Language Operations Consultants• 2 Italian Language Operations Consultants• 1 Russian Language Operations Consultants• 2 Finnish Language Operations Consultants
	Night Shifts:
	<ul style="list-style-type: none">• 1 English Language Operations Consultant

Job Purpose

To effectively manage clients and partners (internal and external) enquiries, complaints and issues, ensure to keep all the time customer satisfaction at the core of every decision and behavior.

Interact with customers by phone and email to provide and process information in response to their requests and concerns about our products and services.

Key Responsibilities

- Control a call through effective communication technique – call management.

- Build customer relationship by listen actively, question appropriately and by providing update and feedback.
- Adapt to and handle changing situations and environments.
- Resolve conflicting situations by using effectively the interpersonal skills.
- Resolve problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, escalating unresolved problems.
- Maintain calm and the appropriate mental state in case situations and emotions escalate to a higher level – manage stress.
- Multitasking. Manage multiple priorities and assignments (tasks) simultaneously (eg. Receiving client information over the phone while inputting or searching data on the system).
- Use effectively the available time and resources to address and finalize the tasks and customer / partner request, issues and enquiries – time management.
- 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 due to internal reasons 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.
- Supervise and manage the task distribution as and when required.

Experience, Qualifications, Training requirements

- Travel industry and/or Call Centre experience (desirable).
- Experience working in a customer facing role (required).
- Fluency in spoken and written in English and other European Language

Knowledge. Skill, Behavioural requirements

- Strong communication, interpersonal and client relationship management skills.
- Good negotiating and influencing skills.
- Accuracy, research skills and attention to detail.
- Ability to anticipate and solve problems.
- Team working skills.
- Stamina and persistence.
- 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.
- Computer literate. Basic knowledge of computer usage: Windows applications, email and internet. Learn the company internal software use.

Level of financial responsibility

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

Key measures

- Trays are checked each day to ensure that active work has been actioned according to the specified service standards.
- Monthly scorecards, performance metrics and objectives are set aligned with the business need and requirements.
- All enquiries and requests are acknowledged within 2 hours of receipt.
- 2 hours problem solving in case of “on the spot” situations that involve relocations
- Customers and Suppliers are updated on a daily basis as to the status of their enquiry or booking.
- A substantive response communicated to the agent within 24 hours of their original request.
- An average of 70 – 85 (can be higher) contacts to be handled on a daily basis.
- Customer feedback.
- Quality of response to enquiries and bookings - consistently demonstrating a “Here to Help” attitude through the quality of conversations with customers
- Monthly 121 meetings with the line manager to assess the individual performance and identify areas for improvement and developmental needs. Provide and receive feedback against the agreed objectives.
- End and mid-year appraisal. A process by which a manager or consultant examines and evaluates an employee's work behavior by comparing it with preset standards, documents the results of the comparison, and uses the results to provide feedback to the employee.

Hiring Manager: Leah Baker

Date:

Send your CV to hrromania@webbeds.com or to orsi.szathmari@webbeds.com

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Job Description

Job Title:	Partner Support Specialist
Reporting to:	Team Manager
Department:	Operations
Location (primary):	Targu Mures
Number of positions&Shifts:	2 English Language Partner Support Specialists, Night shifts

Job Purpose

- To effectively manage clients and partners (internal and external) non-group enquiries, booking rejections and issues, ensure to keep all the time customer and supplier satisfaction at the core of every decision and behavior.
- Interact with customers and suppliers by phone and email to provide and process information in response to their requests, questions and concerns about our products and services. Solve supplier queries and relocations requests on daily basis received from the DC hotels and Suppliers via in-house computer system, telephone, email or fax.

Key Responsibilities

- Control a call through effective communication technique – call management.
- Build relationship with clients and suppliers by listen actively, question appropriately and by providing update and feedback.
- Adapt to and handle changing situations and environments.
- Resolve conflicting situations by using effectively the interpersonal skills.

- Resolve problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, escalating unresolved problems.
- Provide suitable alternatives when required and offer detailed information to customers and agents.
- Maintain calm and the appropriate mental state in case situations and emotions escalate to a higher level – manage stress.
- Multitasking. Manage multiple priorities and assignments (tasks) simultaneously (eg. Receiving client information over the phone while inputting or searching data on the system).
- Use effectively the available time and resources to address and finalize the tasks and customer / partner request, issues and enquiries – time management.
- Acknowledge all enquires and requests received within specified service standard requirements.
- Keep constant communication with the Purchasing and Sales department and the other teams within the Contact Center.
- Negotiate effectively. Proactive negotiation of booking disputes with suppliers or hotels as required to obtain the best possible outcome for our clients and the company.
- 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 due to internal reasons 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 when and as required.
- Supervise and manage the task distribution when and as required.
- Medium/Advanced knowledge of computer usage: Windows applications, email and internet. Learn the company internal software use.

Level of Financial Responsibility

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

Level of Management Responsibility

Key Measures

- Trays are checked each day to ensure that active work has been actioned according to the specified service standards.
- Monthly scorecards, performance metrics and objectives are set aligned with the business need and requirements.
- All enquiries and requests are acknowledged within 2 hours of receipt.
- Customers and Suppliers are updated on a daily basis as to the status of their enquiry or booking.
- A substantive response communicated to the agent within 24 hours of their original request.
- A substantive response communicated to the suppliers within 72 hours of their original request.
- 2 hours problem solving in case of “on the spot” situations that involve relocations.
- An average of 7 - 10 (can be higher) cases to be finalized on a daily bases.
- Customer feedback.

- Quality of response to enquiries and bookings - consistently demonstrating a “Here to Help” attitude through the quality of conversations with customers
- Monthly 121 meetings with the line manager to assess the individual performance and identify areas for improvement and developmental needs. Provide and receive feedback against the agreed objectives.
- Mid-year and End of year appraisal. A process by which a manager or consultant examines and evaluates an employee's work behavior by comparing it with preset standards, documents the results of the comparison, and uses the results to provide feedback to the employee.

Required Experience and Knowledge

ESSENTIAL

Qualifications and Knowledge
Experience, Skills and Behavioural Requirements

- Experience working in a customer or hotelier facing role.
- Fluency in spoken and written English.
- Other European languages (Spanish, French, German, Italian, Nordics) are a plus.

DESIRABLE

Qualifications and Knowledge
Experience, Skills and Behavioural Requirements

- Strong communication, interpersonal and client relationship management skills.
- Travel industry and/or Call Centre experience
- Good negotiating and influencing skills.
- Accuracy, research skills and attention to detail.
- Ability to anticipate and solve problems.
- Team working skills.
- Stamina and persistence.
- 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.
- Computer literate.

Name of Hiring Manager

Date

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