



JOB DESCRIPTION – ACCOUNT MANAGER, LEVEL I

<u>Position Title:</u>	Account Manager, Level I
<u>Senior Leadership Team Leader:</u>	EVP, Client & Consulting Services
<u>Team Leader:</u>	Director, Global Accounts
<u>Team Membership:</u>	Account Management
<u>Location:</u>	Telecommuting/Virtual (Home Office)
<u>Job Status:</u>	Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	This person is responsible for post-sales client accounts with an emphasis on relationship building to encourage client retention and loyalty.
<u>Job Summary:</u>	This person is a member of the Account Management Team. This person is laser-focused on post-sales customer experience and building a strong relationship between World Travel, Inc. and each client. A successful Account Manager, Level I has precise attention to detail and can quickly adapt to changing priorities; ability to think critically is a must. Clients in this Account Manager, Level I's portfolio will have clients with an average annual travel spend of \$500,000 to \$1 million. This Account Manger's average portfolio size is approximately \$10 million.
<u>Essential Functions:</u>	<ul style="list-style-type: none"> •Maintain and foster relationship between World Travel, Inc. and client; primary liaison between World Travel, Inc. and client •Respond to client needs; coordinate with multiple World Travel, Inc. teams to meet client needs •Engage in consultative conversations and identify business expansion opportunities while positioning World Travel, Inc. as a preferred service provider •Deliver management reports and presentations to client •Introduce new World Travel, Inc. service offerings to client •Maintain clear and consistent communication with client •Maintain client loyalty by establishing strong relationships with key stakeholders including but not limited to client's travel manager/travel management team and other executives (e.g. C-suite sponsors of travel program)



	<ul style="list-style-type: none"> •Develop and oversee client satisfaction. •Travel to client locations for in-person meetings up to 15 days per month; must be able to drive long distances to attend in-person meetings with clients; driving may be at night. •Must be able to meet the requirements of World Travel, Inc.’s Telecommuting Policy (e.g., quiet work environment, high-speed internet). •Must complete World Travel, Inc.’s continuing education curriculum.
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<p>Analyzing data/management reporting = 30%</p> <p>Presenting materials to clients = 10%</p> <p>Addressing specific client needs/requests = 40%</p> <p>Other client relationship responsibilities = 20%</p>
<p><u>Competency and Position Requirements</u></p>	<ul style="list-style-type: none"> •Advanced knowledge of MS Office products (Word, Excel, PowerPoint) •Knowledge of corporate travel is required •Proven ability to manage multiple, diverse projects •Superior verbal and written communication skills are a must •Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency •Demonstrated ability to uncover client needs and propose solutions to ensure client satisfaction •Strong business acumen •Excellent written and verbal communication skills, particularly with a customer service focus •Independent worker who is a self-starter and who is willing to learn •Strict attention to detail •Ability to work in a fast-paced, stressful environment •Commitment to lifelong learning
<p><u>Education and Experience Requirements</u></p>	<ul style="list-style-type: none"> •A bachelor’s degree in Business, or substantially similar discipline, and three (3) years’ experience in customer service or account management, with an emphasis on data analysis and building client relationships, OR •Eight (8) years’ experience in customer service or account management, with an emphasis on data analysis and building client relationships, plus appropriate combination with formal education. •Travelport (Apollo) or Sabre Global Distribution System (GDS) experience preferred



<p><u>Quality and Quantity Standards:</u></p>	<ul style="list-style-type: none"> •Timely delivery of work product. •Timely follow up on open issues; ensure issues are quickly resolved. •Demonstrated ability to “own” all tasks and projects and see them through to completion. •Regularly demonstrate an understanding of a client’s needs and contribute meaningful, viable solutions to problems; mere identification of an issue is insufficient; expectation is that Account Manager will provide meaningful solutions and be able to quickly execute solutions to problems. •Regularly demonstrate, with certainty, the status and quality of the relationship between a client and World Travel, Inc. •Demonstrated ability to apply critical thinking in all areas; make meaningful contributions to client’s business plan and travel program goals. •All communications (whether directed at a client or to follow World Travel, Inc. Team Members) must be clear and with few (if any) grammatical or other errors.
<p><u>Physical Factors/Environment:</u></p>	<ul style="list-style-type: none"> •Home office; Account Manager is responsible for ensuring that home office is quiet and meets any ergonomic needs. •Position involves extensive travel; must be able to drive long distances to attend in-person meetings with clients; driving may be at night. •Must be able to sit for long periods of time. •Must be able to work before and after traditional business hours, as may be necessary (particularly in instances when World Travel, Inc. is executing business continuity activity).
<p><u>Working Conditions; Schedule:</u></p>	<ul style="list-style-type: none"> •Full time, Monday-Friday, 50+ hours per week. •Anticipated schedule is 8:00 a.m. (ET) to 6:00 p.m. (ET); however, schedule is flexible as long as the majority of the work hours are during traditional business hours. Travel is oftentimes outside of normal business hours. •Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason. •On-Call availability; availability outside of traditional business hours.
	<p><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></p>