



JOB DESCRIPTION – ACCOUNT MANAGER

<u>Position Title:</u>	National Account Manager
<u>Senior Leadership Team Leader:</u>	EVP, Client & Consulting Services
<u>Team Leader:</u>	Director, Client & Consulting Services
<u>Team Membership:</u>	Account Management
<u>Location:</u>	Virtual
<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 Manager's average portfolio size is approximately \$10 million.
<u>Essential Functions:</u>	<ul style="list-style-type: none"> <li>•Maintain and foster relationship between World Travel, Inc. and client; primary liaison between World Travel, Inc. and client</li> <li>•Respond to client needs; coordinate with multiple World Travel, Inc. teams to meet client needs</li> <li>•Engage in consultative conversations and identify business expansion opportunities while positioning World Travel, Inc. as a preferred service provider</li> <li>•Deliver management reports and presentations to client</li> <li>•Introduce new World Travel, Inc. service offerings to client</li> <li>•Maintain clear and consistent communication with client</li> <li>•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)</li> </ul>



	<ul style="list-style-type: none"> <li>•Develop and oversee client satisfaction.</li> <li>•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.</li> <li>•Must be able to meet the requirements of World Travel, Inc.’s Telecommuting Policy (e.g., quiet work environment, high-speed internet).</li> <li>•Must complete World Travel, Inc.’s continuing education curriculum.</li> </ul>
<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"> <li>•Advanced knowledge of MS Office products (Word, Excel, PowerPoint)</li> <li>•Knowledge of corporate travel is required</li> <li>•Proven ability to manage multiple, diverse projects</li> <li>•Superior verbal and written communication skills are a must</li> <li>•Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency</li> <li>•Demonstrated ability to uncover client needs and propose solutions to ensure client satisfaction</li> <li>•Strong business acumen</li> <li>•Excellent written and verbal communication skills, particularly with a customer service focus</li> <li>•Independent worker who is a self-starter and who is willing to learn</li> <li>•Strict attention to detail</li> <li>•Ability to work in a fast-paced, stressful environment</li> <li>•Commitment to lifelong learning</li> </ul>
<p><u>Education and Experience Requirements</u></p>	<ul style="list-style-type: none"> <li>•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</li> <li>•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.</li> <li>•Travelport (Apollo) or Sabre Global Distribution System (GDS)</li> </ul>



	experience preferred
<u>Quality and Quantity Standards:</u>	<ul style="list-style-type: none"> <li>•Timely delivery of work product.</li> <li>•Timely follow up on open issues; ensure issues are quickly resolved.</li> <li>•Demonstrated ability to “own” all tasks and projects and see them through to completion.</li> <li>•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.</li> <li>•Regularly demonstrate, with certainty, the status and quality of the relationship between a client and World Travel, Inc.</li> <li>•Demonstrated ability to apply critical thinking in all areas; make meaningful contributions to client’s business plan and travel program goals.</li> <li>•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.</li> </ul>
<u>Physical Factors/Environment:</u>	<ul style="list-style-type: none"> <li>•Home office; Account Manager is responsible for ensuring that home office is quiet and meets any ergonomic needs.</li> <li>•Position involves extensive travel; must be able to drive long distances to attend in-person meetings with clients; driving may be at night.</li> <li>•Must be able to sit for long periods of time.</li> <li>•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).</li> </ul>
<u>Working Conditions; Schedule:</u>	<ul style="list-style-type: none"> <li>•Full time, Monday-Friday, 50+ hours per week.</li> <li>•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.</li> <li>•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.</li> <li>•On-Call availability; availability outside of traditional business hours.</li> </ul>
	<b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is</i></b>



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