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| JOB DESCRIPTION – Manager, Online Client Technology | | |
| Position Title: | Manager, Online Client Technology | |
| Senior Leadership Team Leader: | Pamela Zager | |
| Team Leader: | Julie Deppe | |
| Team Membership: | Client Technology Solutions | |
| Location: | Virtual or Res Center | |
| Job Status: | Exempt | |
| Supervisory Responsibilities: | To oversee the Client Technology Team, including online technology, meeting technology, portals, and profile technology. | |
| Objective of the Position: | To ensure the team is providing exceptional implementation, configuration, and maintenance of all client technology systems. SME for customers and World Travel associates on all client technology systems. Significant experience with corporate online booking tools, including implementation, maintenance, and auditing required. | |
| Job Responsibilities | Responsible for the overall success of the Client Technology Team at World Travel, including the following:   * Establishing and measuring goals for all associates * Regular 1:1’s to ensure optimal performance and support is achieved * Regular team meetings with transparency and visibility into department goals and achievements * Ensure department goals align with World Travel goals * Technical Implementation Calls and Coordination of Technology, Documentation, End User Training, and Elevated Support for Online Booking Tools, Meeting Technology, WorldPortals, and profile technology. * Tracking all technical issues with 3rd party vendors * To oversee the quality control team, mentoring in their development and growth. * Monitor processes that will provide a seamless booking experience reducing agent intervention. * Provide training and understanding of all the new enhancements so relevant information is provided to our clients – both internal and external. * Maintain a thorough understanding of travel technology * Utilize standard documentation and processes for all tasks to increase efficiencies and consistency while minimizing cost and errors * Triage problems reported via Service Desk and provide solutions and resource for resolution * Act as a team player supporting all other individuals within the Client Technology Team with vacation, sick or heavy capacity relief * Liaison with third-party suppliers to ensure appropriate setup and problem resolution * Document solutions and changes for training and Standard Operating Procedures * Liaison to the World Travel Innovation Lab for Integrated Product Support * Act as a SME on all Client Facing Technology * Represent World Travel Inc. at vendor conferences and client events * Participate in the sales process, including providing technical demos and SOWs as needed | |
| Essential Functions: | | * Maintain Optimal Usage of all corporate Online Booking Tools, Meeting Technology, WorldPortals, and Profile Technology * Oversee the development of the client technology team members * Help troubleshoot issues * Serve as a primary point of contact for resolution and escalation * Ensure that WTI processes are communicated and that Standard Operating Procedures are being followed * Assign implementations and daily tasks |
| Time Spent Performing | | * 40 hours/week |
| Competency Requirements | | * Excellent written and verbal communication skills * Comfortable in a customer facing position * Proactive, consultative and analytical with ability to follow through consistently * Self-directed, organized and able to properly prioritize tasks * Ability to work in a fast-paced, stressful environment * Project and Product management ability * Technical Aptitude |
| Education and Experience Requirements | | * Bachelor’s Degree or equivalent of minimum 5 years work experience in corporate travel or travel technology * Must have substantial experience with more than one Global Distribution System (GDS) technology. * More than 4 years’ experience configuring corporate online booking tools. * Experience with meeting technology systems and integrations. * B.S. in Computer Science or Engineering, or equivalent. * Expert Microsoft Office (Excel, Word, PowerPoint) |
| Physical Factors/Environment: | | Because this is a position that permits telecommuting / working virtually, the Team Member is responsible for;   1. adhering to the company’s telecommuting policy and; 2. establishing a proper home office |
| Working Conditions; Schedule: | | * US based business hours with schedule flexibility across time zones, as required. |
|  | | ***This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.*** |

By signing in the area designated below, the undersigned approved and understands the content of this job description.

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| Senior Leadership Team Leader: | Signature: |
|  | Date: |
| Team Member | Signature: |
|  | Date: |