

JOB DESCRIPTION – PRODUCT MANAGER, CUSTOMER SUCCESS APPLICATIONS

<u>Position Title:</u>	Product Manager, Customer Success Applications
<u>Senior Leadership Team Leader:</u>	Executive Vice President of Operations and Travel Technology
<u>Team Leader:</u>	Director, Product Management
<u>Team Membership:</u>	Product Management
<u>Location:</u>	Exton office or Remote
<u>Job Status:</u>	Exempt
<u>Supervisory Responsibilities:</u>	This position has no supervisory responsibilities
<u>Objective of the Position:</u>	<p>The Product Manager of customer success applications will be responsible for the ongoing vision, development, and integrations of World Travel, Inc.'s internal customer success platforms. This includes the following applications: CRM, Service Desk, GoToMeeting/Webinar, Remote Support, QuestionPro, SharePoint, and Smartsheet. Each of these applications plays a critical role in ensuring a successful customer experience but are primarily used by internal World Travel, Inc. team members.</p> <p>**Product lines are subject to change based on organizational or customer needs and market conditions</p>
<u>Job Summary:</u>	<p>The Product Manager of customer success applications will oversee a program of primarily third-party technology solutions that are used by various World Travel, Inc. departments to interact or deliver service to customers. It is their responsibility to ensure each solution is being used to its full potential to optimize value realized while minimizing the overall program cost. The core responsibilities of this role are (1) collecting feedback from users to identify functionality gaps or system issues, (2) documenting and prioritizing areas for integration to automate current manual processes, (3) working with vendors or development resources to execute approved changes, (4) educating users about proper use and new functionalities, (5) ensuring overall system health in terms of availability, stability, and cost.</p>

<p><u>Essential Functions:</u></p>	<p>The duties and responsibilities for this role include but are not limited to the following:</p> <ol style="list-style-type: none"> (1) Collect Voice of the Internal Customer feedback and insights to create meaningful user stories and use cases. (2) Maintain and prioritize each system's backlog of feature requests and bug fixes. (3) Create and present business cases to leadership to secure investments in major development initiatives. (4) Maintain an 18-month product roadmap for planned improvements and integrations among systems. (5) Write functional and business level requirements and effectively communicate requirements to the development team, travel technology or vendor partners. (6) Manage stakeholder expectations to ensure timely on budget delivery. (7) Define the short, mid, and long-term strategy for each assigned application. This includes ensuring platforms meet user needs, evaluating new solutions to maximize value, potentially consolidating platforms to minimize costs, and finding integrations opportunities to automate manual repeatable processes. (8) Educate and train internal users on best practices to take advantage of each applications functionality. This includes hosting training webinars, developing user guides, and acting as a subject matter expert on assigned internal applications. (9) Develop adequate support personnel, structure, and procedures for each application. (10) Make system configuration changes as needed to align user needs with application capabilities.
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	<p>(11) Monitor system performance to minimize outage time. When disruptions occur, follow escalation procedures to bring the systems back online as quickly as possible.</p> <p>(12) Oversee all license assignments to ensure optimal usage and minimize expenditures.</p> <p>(13) Research competing technology offerings to ensure World Travel, Inc. is utilizing solutions that meet user needs while maximizing value and minimizing costs.</p> <p>(14) Stay up to date on platform enhancements that are driven by third party vendors and effectively communicate changes to defined user audience.</p> <p>(15) Follow World Travel, Inc. procedures, guidelines, and standards in areas of vendor management, customer service, management information systems, productivity, attendance, and accuracy of work.</p> <p>(16) Work closely and collaborate with all internal departments, including but not limited to, Sales, Business Development, Legal Account Management, Operations, Consulting, Network Management, etc.</p>
<u>Time Spent Performing Essential Functions (Generally):</u>	<p>20% evaluating current needs against existing functionality and defining solutions to resolve gaps</p> <p>20% researching existing solution capabilities or replacement options to strategically plan future enhancements</p> <p>20% user education and support</p> <p>20% working with programmers to execute and test planned updates</p> <p>20% making system changes and license management</p>
<u>Competency and Position Requirements</u>	<p>A positive can-do attitude with a growth mindset.</p> <p>Highly patient individual that excels in teaching others that may have limited technical knowledge.</p> <p>Excels in a fast-past complex working environment.</p> <p>Effectively manages ambiguity and can refine fuzzy ideas into concrete requirements to develop specific solutions for user and company pain points.</p>

	<p>Budget conscious. This individual must always balance the cost of a solution or development activity against the value it brings to World Travel, Inc.</p> <p>Demonstrated ability to exercise influence without direct authority.</p> <p>Comfortable communicating with all levels within an organization from the c-suite to support departments.</p> <p>Active listener that is passionate about creating high quality solutions for internal users to deliver exceptional customer experiences.</p> <p>Clear, concise, and professional written and verbal communication skills.</p> <p>Must be comfortable and proficient in creating positive relationships with co-workers, clients, and vendors.</p> <p>Analytical mindset that can synthesize a large amount user, company, and market information into accurate priorities</p>
<u>Education and Experience Requirements</u>	<p>5+ years internal Product or System Owner experience desired.</p> <p>Experience overseeing CRM, help desk software, virtual meeting solutions, call center platforms, and survey software is preferred.</p> <p>Smartsheet certification preferred.</p> <p>Intermediate knowledge of GDS functions and reporting integrations.</p> <p>Intermediate to advanced knowledge of APIs, databases, and system processes.</p> <p>Demonstrated ability to work with vendors and development resources to reach a common goal.</p>
<u>Quality and Quantity Standards:</u>	<p>Decrease overall program costs by 10%.</p> <p>One major application or process enhancement per quarter.</p>
<u>Physical Factors/Environment:</u>	<p>The physical demands described herein are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Individuals are required to sit for extended periods of time, e.g., an 8-hour shift with appropriate break periods. Individuals will be required to work at a desk or other work space 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. Individuals are required to reach above shoulder height, below the waist, and lift items as required to file documents or store materials in a drawer or overhead bin throughout the day. Proper lifting techniques are required.</p>

	<p>Individuals are required to travel on a regular basis beyond their home office to prospective customer meeting locations as required.</p> <p>To maneuver around the office, individuals are required to walk on a level surface, periodically and as necessary, throughout the day.</p>
<u>Working Conditions:</u> <u>Schedule:</u>	<p>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.</p> <p>World Travel, Inc.'s offices are traditional corporate offices.</p> <p>For the most part, ambient room temperatures, lighting, and traditional office equipment are as found in a typical corporate office environment.</p> <p>Must be willing to work flexible hours including evening shifts and weekend hours in order to accommodate go-live testing and launch schedules.</p>
	<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>

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

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