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| JOB DESCRIPTION – QUALITY CONTROL MANAGER |
| Position Title: | Quality Control Manager |
| Senior Leadership Team Leader: | Pam Zager |
| Team Leader: | Julie Deppe |
| Team Membership: | Travel Technology |
| Location: | Virtual or Res Center |
| Job Status: | Exempt |
| Supervisory Responsibilities: | To oversee the Quality Control Team.  |
| Objective of the Position: | To ensure the team is providing exceptional support on all quality control systems and programming mid-office routines and processes to increase associate productivity, reduce errors, and lower costs. Significant experience with developing code and keeping code secure is required. |
| Job Responsibilities | Responsible for the overall success of the Quality Control 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 Compleat and Compleat Integrations
* Tracking all technical issues with SAP Concur
* 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 Travel 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
* Liaison for WorldApprovals
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| Essential Functions: | * Maintain Optimal Usage of Compleat
* Oversee the development of the quality control team
* 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
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| Time Spent Performing  | * 40 hours/week
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| 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
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| 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 2 years’ experience in a .NET environment in a mid-sized company.
* More than 2 years’ experience with Microsoft SQL server environment, SQL2012 experience strongly preferred.
* More than 2 years’ experience with Microsoft Access.
* B.S. in Computer Science or Engineering, or equivalent.
* Expert Microsoft Office (Excel, Word, PowerPoint)
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| 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
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| Working Conditions; Schedule: | * US based business hours with schedule flexibility across time zones, as required.
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|  | ***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: |