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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 | |
| 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 |
| 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 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) |
| 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: |