



JOB DESCRIPTION

<u>Position Title:</u>	Team Manager, Operations
<u>Senior Leadership Team Leader:</u>	Senior Vice President, Operations
<u>Team Leader:</u>	Director, Operations
<u>Team Membership:</u>	Operations
<u>Location:</u>	Virtual
<u>Job Status:</u>	Exempt
<u>Supervisory Responsibilities:</u>	Yes
<u>Objective of the Position:</u>	The Operations Team Manager leads a team of Travel Consultants in a corporate environment. This team may include in-office and virtual staff.
<u>Job Summary:</u>	<ul style="list-style-type: none"> <li>• Providing ideal customer service to World Travel Inc.'s valued clients</li> <li>• Exhibiting strong leadership to attract, motivate and retain valued employees</li> <li>• Working with individual team members to ensure continued employee development and career growth objectives</li> <li>• Exceeding internal and client-specific SLA contracted performance levels</li> <li>• Supporting year-over-year business growth</li> <li>• Ensuring client retention and satisfaction</li> <li>• Developing operational workflow and responsibilities to ensure end-to-end reservation fulfillment is quick, efficient and error free</li> <li>• Establishing individual and team performance metrics</li> <li>• Participating with the implementation process to ensure new business has a successful "go live"</li> <li>• Enhancing workflow</li> <li>• Coaching and mentoring the team for optimal performance and career growth</li> </ul>

<p><u>Essential Functions:</u></p>	<ul style="list-style-type: none"> <li>• Manages the daily performance of the team members and daily business, promoting:             <ul style="list-style-type: none"> <li>○ Quality work</li> <li>○ Productive consultants</li> <li>○ Optimal customer service</li> <li>○ Maximizing each reservation</li> <li>○ Following WTI SOPs</li> <li>○ Exceeding internal and contracted SLAs</li> <li>○ Ensures optimal UT usage</li> </ul> </li> <li>• Key contact for the accounts for operational support</li> <li>• Work closely with training to ensure continued employee development</li> <li>• Work with senior leader to ensure all KPIs are met</li> <li>• Senior Leader will provide direction and measure on optimal business results which include             <ul style="list-style-type: none"> <li>○ YOY productivity improvement</li> <li>○ SLA performance</li> <li>○ Client satisfaction</li> <li>○ Opportunities to grow the business</li> <li>○ Employee development and career growth</li> </ul> </li> <li>• Communications requirements will include:             <ul style="list-style-type: none"> <li>○ Communicates the daily briefing</li> <li>○ Monthly individual team member meetings</li> <li>○ Weekly team meetings</li> <li>○ Communicates monthly team results and goal performance</li> </ul> </li> <li>• Managing staff schedules including:             <ul style="list-style-type: none"> <li>○ Optimal shift coverage during business hours</li> <li>○ Managing ADP for staff</li> <li>○ Controlling overtime</li> </ul> </li> <li>• Managing Issue resolution log to ensure quick and efficient resolution</li> <li>• Proactively communicates increased call volume due to unforeseen industry situations</li> <li>• Meets with account management regularly to review account specific trending and performance</li> <li>• Assists the Team with reservations</li> </ul>
<p><u>Competency and Position Requirements</u></p>	<p><b>The ideal candidate will have a minimum of 2 years TMC leadership position or will have been mentored internally as a leader:</b></p> <ul style="list-style-type: none"> <li>• Effective organizational and time management skills, with follow through on goals, plans and projects</li> </ul>



	<ul style="list-style-type: none"> <li>• Excellent problem-solving skills</li> <li>• Ability to motivate a team and foster effective teamwork</li> <li>• Adept to manage change and demonstrate adaptability and flexibility</li> <li>• Capable to work independently exercising discretion and judgment that protects the business and provides service</li> <li>• Ability to manage client and vendor relationships related to operational objectives</li> <li>• Apollo and Sabre GDS Experience</li> <li>• Knowledge of other travel technology systems, ie: integrating meetings with OBTs, event registration sites</li> <li>• Knowledge on supplier contracts</li> <li>• Understanding of ACD Phone systems and reporting</li> <li>• Familiar with omni channel workflow</li> <li>• Ability to recruit, motivate, coach and develop staff</li> <li>• Excellent written and oral communications skills</li> <li>• Exhibits professional business acumen</li> <li>• Able to work well with all departments in order to achieve company goals</li> <li>• Proficient in Microsoft Excel, Word, and Outlook</li> </ul>
<p><u>Physical Factors/Environment:</u></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>
<p><u>Working Conditions:</u> <u>Schedule:</u></p>	<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><b><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></b></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: