



NOTE: Interested applicants please send CV and cover letter to jobs@hickorytravel.com

COMPANY OVERVIEW -

Building on 37 years of brand equity in the travel agency industry, Hickory Global Partners (Hickorytravel.com) is being re-launched to lead the next evolution of the travel agency consortium industry. We've taken an out-dated business model and reinvented it leveraging the collective experience of a management team from industry leaders such as Priceline.com, KAYAK, HEDNA, BCD Travel and ABC Global Services. The Company's business is built around the idea that measurability leads to efficiency. Partner agencies that join our global network can access Hickory's suite of propriety products, programs and solutions designed to optimize and improve their business. This includes our market leading negotiated rate programs in air, hotel and car. Supplier partners enjoy robust distribution and marketing opportunities supported by extensive analysis and support.

The Company is at the beginning of a hyper-growth cycle and seeking individuals who welcome the opportunity to work within a dynamic, fast-paced entrepreneurial environment that encourages innovative and strategic thinking.

JOB DESCRIPTION

Position:	Manager, Hotel Partners
Reports to:	SVP Hotel Partners
Primary Location:	Delray Beach, FL Headquarters
Office expectation:	Full time
Salary:	Info available upon request
Bonus:	Info available upon request
Benefits:	Full benefits

Responsibilities Include:

Manage the daily operation of the Hickory for Hotels program including:

- Manage the implementation and loading of all new Hotel Partner listings (Property, Brand and Chain) via the RFP Process or individual listings including:
 - Creating the file format
 - Receiving and processing all participant files
 - Validation of data
 - Rate loading and audit
 - Quality Control on data
 - Analytics on hotel participants
 - Extracts
 - Publication to the online directory
 - Push to CRM



- Reconciliation with invoicing process
- Manage all Hotel Partner input/output to/from CRM including:
 - All Hotel Partner data
 - All Hotel Partner agreements and supporting documentation
- Oversee the implementation of all Hotel Partner Marketing and PFP agreements including:
 - Loading into CRM
 - Communication of new agreement details to all related parties
 - Integration/loading into biasing systems
- Manage operational relationships with 3rd party vendors including:
 - GDS
 - RFP tool providers
 - Lanyon (for white labeling)
- Manage any “white label” product implementations
- Interface with other groups to facilitate seamless operations of the program including:
 - Liaison to operations on:
 - Block space operations and performance
 - Technical issues, research & troubleshooting
 - Business issue resolution
 - Product development requests
 - Liaison to accounting on:
 - New listing/RFP output invoicing reconciliation
 - New marketing agreement invoicing
 - New PFP agreements
 - Liaison to marketing manager on:
 - Development/scheduling of Hotel Program products
 - Deployment of Hotel Partner content to Online Directory and Partner HQ
 - Liaison to Agency Partners team on Hotel Program features, functionality and training
- Ad hoc sales support including:
 - Presentation preparation
 - Lite supplier/program analysis

REQUIREMENTS:

- BA/BS from a reputable academic institution (GPA 3.0 or higher)
- Minimum three (3) years industry experience, preferred background points include:
 - OTA, supplier or agency experience
 - Product management experience
 - Operations experience



- Project management experience required including:
 - Building work flow processes
 - Understanding/developing business system specifications
 - End to end project management (building a project plan)
- Competent working with data files (excel, access)
- Experienced in using various software platforms including:
 - Project management (MS Project or other)
 - Skilled in MS Powerpoint and Excel
 - CRM (Sugar a plus)
 - RFP Tools (Lanyon a plus)
 - GDS

Desired Personality Traits:

- Detail oriented
- Technically proficient
- Organized in both thought process and work flow
- Aggressive – willing/wanting to “own” the process
- Reliable & trustworthy
- Problem solving

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