



JOB DESCRIPTION – SUPPORT EXECUTIVE

Responsible for providing first line support and service delivery to all hotels within the company portfolio.

The role will be based in London and will suit someone who is a self-starter, results driven and has meticulous attention to detail. The successful applicant needs to be able to work in a pressurised environment with tight deadlines and manage their workload on multiple projects simultaneously.

The company is small (under 50 employees world-wide) but is growing quickly and needs a self-starter who is enthusiastic and willing to jump in and roll their sleeves up. In return you will get exposure to all areas of the business and be able to play an important part in an entrepreneurial team.

1 Administrative Details

Job Title:	Support Executive
Department:	Support and Operations
Location:	London, UK
Purpose of the Position:	To be responsible providing first line support to all hotels within the company portfolio.

2 Working Relationships

Reporting to :	Director – Operations and Training.
Direct reports :	None
Internal:	Sales, IT, Business Development and Marketing Teams
External:	Hotels and Product Suppliers.

3 Key Responsibilities

3.1 **Hotel Support:** Work with the Director – Operations and Training. Day to day tasks will include:

- Assisting hotels to achieve their revenue goals in terms of ADR and total sales.
- Respond to and close with a successful conclusion all customer service requests and tickets within the Company pre-defined service levels.
- Ensure that availability is kept open at all times for each hotel.
- Assist hotels in loading all negotiated and promotional rates and ensure their bookability via appropriate distribution channels.
- Ensure that all rate and room information within the CRS is correct at all times.
- Ensure the correct use of the booking engine and dynamic packaging.
- Train hotels in the use of all relevant systems including and not limited to the CRS, RFP Tools, Channel Manager, Image Management.

- Build and maintain relationships with hotels at an operational level to ensure maximum productivity via the distribution channels.
- Maintain a superior level of product knowledge relevant to the distribution and representation business
- Understand fully the systems used on a daily basis including all new features and benefits
- Support the Executive Directors in achieving company targets at all times.
- Implementing additional standards, features and functionality where required

Knowledge / Experience	<p>The successful applicant will have an excellent attention to detail and have experience in data management ideally within a hotel/hotel distribution environment). GDS and distribution knowledge an advantage.</p> <p>Experience of database management (preferably SAGE CRM).</p> <p>Experience of the travel industry is essential</p> <p>Full training will be given on all Company systems</p>
Skills Required:	<ul style="list-style-type: none"> • Excellent spoken and written English as a minimum. • At least one other European language an advantage. • Work to deadlines • Good knowledge of systems, GDS and content systems are an advantage.
Education/Qualifications Required:	<ul style="list-style-type: none"> • Good educational level. • 5 or more GCSE's min inc English and Maths.
Personal Attributes:	<ul style="list-style-type: none"> • Positive can-do attitude, good communicator, problem solver, creative flair, passion and well organised, attention to detail. • Must be able to work independently
Other Requirements	Candidates must have excellent communication skills and be currently eligible to work in the UK.

Send responses to recruitment@hotelrez.net.