

Instructions: Interested candidates should read the full job description to determine if they meet the requirements of the position. Only qualified candidates should submit resumes.



Interested parties can apply at: <http://www.innlink.com/careers>

Job Title: Account Manager
Department: Account Management
Reports to: Director of Account Management and Implementation
Location: Hendersonville, TN
Hours: Full Time – Monday through Friday 8AM to 5PM
Industry: Hospitality

Job Description

Account Manager is responsible for management of all aspects of Chain and/or Hotel Reservation Service contracts for primary and ancillary products for existing clients. In addition, Account Manager acts as primary client contact for questions, assistance and revenue driving support pertaining to the InnLink Reservation Service Package and ancillary services. Contact requires handling inquiries pertaining to InnLink products, services and system upgrades/changes.

Account Manager performs in depth analysis of descriptive data, rate offering, distribution channels, market placement and application of products purchased. Information is used to assess areas for improvement and opportunities to drive additional revenue. Account Manager presents information to client hotel and works cooperatively with hotel contact to implement recommendations.

Account Manager is responsible for developing and maintaining positive and productive relationships with client hotels and with related service partners such as travel websites.

Requirements

- Working knowledge of Microsoft Office (Word, Excel, Power Point, Outlook)
- Ability to read and comprehend detailed instructions, correspondence, and memos
- Ability to write customer service focused correspondence
- Hotel Front Desk or Hotel Management experience
- Attainment of “expert level” RESmatrix knowledge
- Adherence to team service standards for client contact and communication
- Use of Salesforce CRM to manage work flow and to log updates to account information and services
- Completion of necessary documentation and forms (on line or hard copy) related to the sale and implementation of InnLink services sold
- Travel to specified sites for purposes of Reservation Service Package training or approved, specified reason
- Completion of special projects, as assigned