



POSITION TITLE: Manager, eCommerce Sales Systems
REPORTING RELATIONSHIP: Director of Reservations, Inventory and Distribution Systems

THE POSITION

A) BUSINESS CONTEXT

There is a need for a dedicated resource to ensure proper staffing on the Reservations Users Group (RUG) program. RUG is a series of multi-year projects with an annual budget of +/- \$10M. To meet the strategic benefits of RUG in the timeframe envisioned it is imperative to have a dedicated resource to the projects. This position is critical to maintaining continuity in providing business perspective in the functional requirements, /technical design, development, testing, training / documentation development and implementation of the RUG program. This associate will provide eCommerce and distribution business expertise through the various stages of design and development on a day to day basis, and will be a liaison with Global Reservation Sales and Customer Care, Global Revenue Management and Information Resources partners.

B) JOB SUMMARY

Provide eCommerce and distribution business subject matter expertise for the design, implementation, and ongoing maintenance of systems and technology to support electronic distribution of hotel rooms. Act as a liaison between Global Reservations Sales, Revenue Management, the sales organization and the Information Resources development teams, including consulting and internal resources. Provide eCommerce business expertise through the various stages of design and development: requirements specification, functional design, detailed design, programming, Quality Assurance testing, User Acceptance testing, training / documentation, roll-out, and ongoing maintenance and support. Assist in the development of change management and business process development deliverables related to the implementation of the new systems and technology.

C) DUTIES, RESPONSIBILITIES, EXPECTED CONTRIBUTIONS

Business/Functional Results

- Clearly articulate functional requirements which support the RUG eCommerce business processes and analysis by thoroughly documenting and communicating business process flows, data entities, and functional requirements to support systems development staff

Leadership

- Project management leader who provides business knowledge and expertise to the IR development teams in the design, programming, testing, roll-out and training for the RUG projects
- Stays abreast of design and development of external systems and processes that impact, or are impacted by RUG
- Manages multiple projects and processes on time and on budget

- Effective communication to the project and eCommerce leadership team on project status, issues tracking and resolution

Managing Execution

- Creates and manages user acceptance test criteria, scenarios and process
- Solicits and prioritizes enhancement and new development requests
- Identifies and measures system success criteria

Building Relationships

- Develops effective working relationship with other areas in eCommerce, as well as with Global Reservations, Revenue Management, and Information Resources development team.

Generating Talent & Organizational Capability

- Ensures that effective training, deployment and change management development needs are identified and implemented in the project timeline
- Identifies and implements communication of the RUG projects to the market, eCommerce and all appropriate audience/stakeholder groups

Learning & Applying Personal Expertise

- Manages solicitation and incorporation of stakeholder input into eCommerce systems requirements
- Analyzes and prioritizes systems development estimates and timelines
- Working knowledge of eCommerce systems and business process

D) LEADERSHIP CAREER FRAMEWORK CATEGORY

Business Manager/Functional Manager

THE CANDIDATE:

A) EXPERIENCE

Minimum of 2-3 years experience working with electronic distribution systems. Four-year college degree plus previous experience working with systems development projects preferred. Working knowledge of Global Reservations Sales business processes and/or Revenue Management experience, plus Marriott multi-brand experience preferred.

B) SKILLS

- Analytical approach to problem solving and analysis
- Ability to decompose business processes into detailed logical steps, exceptions and data relationships
- Strong written communication and presentation skills
- Understanding of the data needed and available to support development and implementation of RUG projects to enhance MARSHA for the strategic direction of eCommerce
- Knowledge of travel reservation, distribution and yield systems (MARSHA/ PURE or other hotel system, Global Distribution System, car rental system, and/or airline system)

- Knowledge of marriott.com, GDS, and Internet development and sales processes
- Familiarity with Yield/Inventory Management, Reporting, Sales and Catering and/or Property Management Systems is a plus
- Knowledge of Marriott International Reservations, Sales, eCommerce processes and policies
- Strong computer skills and knowledge of systems development methodologies

C) ATTRIBUTES

- Thorough understanding of electronic distribution and eCommerce concepts and processes
- Effective listener who encourages diversity of ideas and willingness to resolve conflicts in a positive manner
- Ability to work collaboratively both as a team member and/or a team leader to achieve results in a team environment

EOE M/F/D/V

How to Apply:

To view this job, please go to www.marriott.com/careers and click on the "Start Your Journey" postcard. Then under "Americas" choose the last link to "Americas - Management" which will open a new window. Click on "Visit Today" and the "Detailed Search" link and enter Job Opening Number **742866**. If you are interested in applying, you will need to register on the site and create a "User Name" and "Password".

Marriott is consistently recognized as an employer of choice by Working Mother, DiversityInc.and LatinaStyle magazines among others. FORTUNE magazine recognized Marriott as one of its "100 Best Companies to Work For" for the twelfth consecutive year.

Marriott is an equal opportunity employer committed to employing a diverse workforce and sustaining an inclusive culture