

Position Description **Account Manager – LATAM**

Job Title:	Account Manager – LATAM
Department:	Sales
Location (primary):	Remote

Who are WebBeds?

WebBeds is the fastest growing and most significant accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products help our partners and customers to create amazing Travel experiences.

Our Products range from a Retail Online platform, Integration Connectivity hub and distribution APIs to name but a few and our systems are 100% cloud hosted processing up to 4.5bn search requests daily We deliver amazing outcomes using leading edge technology through innovative and creative thinking.

WebBeds is a subsidiary of Webjet Limited (ASX: WEB) – an ASX 200 listed company operating a global digital travel business.

What makes us stand out?

- We are a wholesale global travel organisation
- We have 1500+ people speaking 50+ languages in 120+ cities across 50+ countries
- We partner with over 400,000 properties in more than 14,000 destinations
- We work with more than 44,000 travel companies in 145 source markets
- We have an amazing Technology team focussed on delivering valuable outcomes using innovative tech and creative & lateral thinking.

What will you do on your journey with WebBeds?

WebBeds is the world's second largest accommodation supplier to the travel industry. We are a global company offering ground services (hotels, transfers, tours, activities) to travel professionals. Our products cover our full business needs, from distribution APIs, payment integrations, SAP integration, Data Lakes, User Interfaces, and others. Our search API reach peaks of more than 50.000 request per second, each one with tens or hundreds of hotels. And those numbers are growing every year.

"We design, deliver and support innovative solutions through engagement, collaboration and a fearsome passion for creating customer value" is our mission as an IT organization.

With this in mind, we strive to be at the leading edge of technology when it comes to build the platform that meets the needs of our customers. This translates to the use of latest .NET Core versions, K8S, microservices architecture, multiple clouds, CI/CD pipelines, automated testing or great monitoring and alerting systems, to name a few.

Our delivery teams have the creativity and freedom to express themselves by building innovative solutions to often complex problems and are challenged to reach higher levels daily. Our teams consist of product owners, QA engineers, Software Engineers, and people from across the business all working collectively and collaboratively. We have a very strong technical team from which you will be able to learn but are encouraged by new ideas and fresh thinking that you will bring with you.

In this Role you will:

Strengthen WebBeds position in the marketplace: You will build strong customer relationships and execute on the overall business strategy to help WebBeds growth. This is mainly driven by understanding client-level opportunities and proposing relevant solutions balancing growth and profitability.

Key Responsibilities

- Manage day-to-day partner contacts and improve long term relationships to meet both partner and company goals.
- Develop deep understanding of our partners business.
- Collaborate with internal teams including commercial technology and strategy, finance and customer service to drive technical, commercial and operational performance.
- With the support of the Vice President of Sales, Account Management, define account plan for assigned partners that is client-centric with a focus on addressing gaps and opportunities to increase WebBeds relevance to the partner.
- Working with TAMs to ensure client performance expectations are met and implement various commercial strategies to maximize partnership.
- Keeping track of key metrics (TTV, margin, cancellation ratio, L2B and others), review account production, identify patterns and propose adjustments where needed.
- Collaborating with sourcing, marketing, and pricing teams to develop sales strategies aligned with business goals.
- Identifying and defining opportunities for account growth as well as efficient account operation.
- Prepare internal and external presentations utilizing data and analysis to highlight trends and opportunities.

The skills we would love to see in your suitcase!

- Fluency in English and Spanish, including both written and spoken communication skills.
- Microsoft Office proficiency, particularly Excel, required; Knowledge of relevant BI tools (PowerBI etc) highly beneficial.
- Strong analytical and problem-solving skills, with the ability to analyse customer activity against expected behaviour or trends and act as needed.
- Adaptability: The ability to be flexible and adapt to changing priorities and requirements is important for this role, as our industry landscape is constantly evolving.
- Strong organizational skills: The ability to keep track of multiple projects and deadlines is essential for this role, as it involves coordinating and executing multiple initiatives at once.
- Detail-oriented and results-driven: The ability to work mostly independently and with attention to detail, driven and motivated by targets and unlocking business opportunities.
- Strong communicator with excellent interpersonal, presentation, facilitation and listening skills comfortable to address opportunities and concerns both internal and external.
- Strong collaboration skills: Natural team player who is curious, energetic and is motivated by collaborating with members of the sourcing, finance, technology and optimization team.
- Knowledge of travel industry: Experience in a B2B sales environment is required with a background in OTA or travel wholesale desired; Understanding the travel industry distribution and the specific challenges and opportunities it presents is a plus.
- Experience with analytics and data-driven decision making: The ability to derive commercial decisions and storytelling from data insights and projections.
- Travel will be required from time to time.

Why choose us as your next destination?

We are super proud of our dedicated team of friendly, energetic & passionate professionals. Our people are key to the success of our business & everybody at Webbeds has their own unique role to play as we continue to drive the company forward.

Over 50 different languages are spoken by our workforce, but whether working from offices in Dubai or London or out in the field in Johannesburg or Buenos Aires, we all share the common goal to take pride in what we do & to deliver our partners with unbeatable service & support.

- International highly skilled group of experts from all around the globe 🌐
- Dynamic environment with the chance to grow, influence & impact change ⚡
- Disruptive, fast-growing market leader within travel & endless possibilities 📦
- Culture built on collaboration 🤝 empowerment and innovation 💡

Click for more information about life at WebBeds : <https://vimeo.com/448790131>

Find out more about the WebBeds business at www.webbeds.com