JOB DESCRIPTION

POSITION TITLE	:Manager- Program Management
DEPARTMENT	:Program Management
REPORTING TO	: Director-Program Management

PRIMARY OBJECTIVE OF THE POSITION

To manage the business relationship between CWT India and the client to provide clients with comprehensive and integrated business travel management programs, maximizing savings in their total expenditure whilst controlling costs and returning minimum required CWT profit. As a focal point of contact for each portfolio client, the role must understand and manage to each individual client's objectives, using CWT account management strategy, tools and products.

Accountable for retaining and developing our national accounts and identifying potential incremental business opportunities, the role includes the development of formal plans for continuous improvement and measurement in terms of travel management goals and objectives, customer service delivery and client relationship.

The role also encompasses extending existing contracts and "rolling over" such agreements.

MAJOR AREAS OF ACCOUNTABILITY

A. **MANAGE CLIENT BUSINESS RELATIONSHIP**

- Be the CWT "owner" of the client business relationship and ensure that all CWT account management products and technology tools are used for maximum benefit and demonstrated added value.
- Build and maintain strong relationships at all levels within client organization
- Conduct detailed and effective implementation programs within agreed time frames. Liaise with other CWT departments to ensure all client specific information and rates are loaded into system prior to start up.
- Communicate client's objectives and unique requirements to customer service, Finance, and IT teams on an ongoing and regular basis. Give specific feedback after formal client review.
- Resolve escalated customer service issues and ensure service shortfall procedures are received, interpreted and presented to clients and reviewed with customer service team.

- Conduct client satisfaction surveys, analyse results and give feedback to client and customer service teams.

- Develop client communication strategies to keep clients abreast of industry-related changes and innovations. Contribute to monthly CWT client newsletter.

- Organize and conduct seminars and educational for travel bookers and provide necessary information through Travel Organizers Guides. Hotel Directories, airfare updates and newsletters.

- Prepare, compile and deliver response to re-tender requests from portfolio clients. Conduct research and presentations and involve other CWT departments to successfully retain client accounts

- Participate in new business presentations

- Maintain accurate database of client contacts, including secretaries and travel bookers, Contract Managers and Senior Managers

B. TRAVEL MANAGEMENT CONSULTING AND REVIEW PROCESS

- Develop and provide detailed and effective Business Plans to deliver client objectives and expectations

- Implement strategies for measurement of service delivery and cost savings achievements against industry and contractual benchmark

- Develop, manage and deliver all client reporting requirements, including Interact MI, financial, service levels and customer service delivery

- Prepare and present quarterly Client Reviews, Highlighting our achievements both in terms of direct and indirect added value. Demonstrate financial and customer service benefits.

- Identify, design and agree Service level Agreements. Measure, analyse and review performance with client and customer service teams.

- Benchmark clients supplier arrangements against industry and other client specific best in class levels. Negotiate, recommend and implement new deals in conjunction with Hotel and Airline Product Managers. Customer Service Teams, IT and Finance departments.

- Use "Policy Master" to assist clients in developing and implementing formal travel policy. Use exception reporting to monitor and manage compliance to clients travel policy.

- Maximise CWT profit and identify opportunities for incremental revenue growth, including conference and incentives travel and the introduction of new divisions, subsidiaries and countries.

C. ACCOUNT PROFITABILITY AND DEVELOPMENT

- Maintain accurate profit studies for all rebate and fee based clients and develop strategies to maximise their profitability and / or return minimum required profit margin.
- Determine opportunities to move existing rebate clients to management fee. Analyse key benefits for existing portfolio clients and prepare prioritized 'target' list for move to fee.
- Prepare and reconcile management fee profit and loss statements ata agreed intervals

PRINCIPLE OBJECTIVES

- Validate CWT understanding of all portfolio clients objectives
- Ensure Business Plans and strategies are in Place to achieve objectives
- Review client profitability and implement process to maximise CWT profit
- Use Interact MI to deliver timely, accurate and meaningful suite of reports that respond directly to individual client objectives. Set benchmarks and measurements for ongoing review.
- Use client Review process to demonstrate maximum CWT added value and continuous improvement in results from Travel management program.
- Analyze portfolio for potential management fee clients and implement strategy to convert from rebate.

KEY RELATIONSHIPS

- National Director Account Management
- Vice President Asia Pacific-Sales & Account Management
- National Account Managers
- Director of Customer service
- Operations Manager, Key Accounts-NSW
- Customer Service Managers
- Administration Team
- IT Manager
- Finance Manager

- CWT Priority Partners

D. REVIEW PROCESS

- Ist PERFORMANCE REVIEW DUE JANUARY
- Review of Previous year and progress in new role to date
- Salary
- Goal Setting and New Year’s Objective
- ON GOING PERTFORMANCE REVIEWS
- Quarterly informal review
- Annual formal and profit study review