

Colombia Jobs Expertini®

GERENTE DE OPERACIONES

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Company: BCD Travel

Location: Colombia

Category: other-general

Job Description

Where will your career take you? We're not just any travel management company.

We help clients travel smart and achieve more.

Manager, Operations

Job Summary:

The Manager, Operations is responsible for the overall management and performance of the travel operations including operational performance, client servicing and retention, employee management and budgetary and cost management.

This position demonstrates an extensive understanding and applicability of all areas in the travel industry, call center operations and client servicing.

Essential Duties and Responsibilities:

Handling incoming requests -

Strong understanding of a client policies and processes, determining the impact to the operation team as changes are implemented

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Has a strong understanding and accurately and provides direction on a large spectrum of travel supplier rules

Maintains and seeks expansion of current knowledge of various industries (Travel Management, Account Management, Contact Center Operations, etc.)

Supports BCD Travel and client driven initiatives

Leads the effort or provides direction to review current work processes, procedures and policies, seeking efficiencies and effectiveness improvements making sure company objectives are met

Quality and Service Excellence -

Reviews operations performance reports and provides direction and implements programs to improve the performance of the operations against goals

Consistently follows BCD Travel guidelines

Leads the team in error reduction efforts, providing direction, measurement and reviews of progress against goals

Ensure customer satisfaction is measured and goals are met; implementing plans for continuous improvement

Serves as the primary liaison between the Account Manager and the operational staff; ensuring all client needs are met

Reviews customer servicing metrics; seeking and implementing improvements and ensuring goal levels are met

Serves as the escalation point for client and/or customer issues, ensuring customer satisfaction

Provides direction to the team for improved customer satisfaction

Balances the needs of the customer/client and operational need to ensure efficiency and effectiveness

Teamwork and Communication -

Seeks opportunities to review operational processes and the commercial relationship with customer, provides and implements suggestions for improvement

Assists team efforts and provides direction to the team to move market share to BCD Travel preferred suppliers

Provides support to team members on their job responsibilities and coaches team members for

improved performance and career planning

Provides team feedback, coaching and development on performance through regular meetings, annual performance reviews and ad hoc coaching

Oversees and assists the team members in balancing priorities and managing their workload so team KPIs are consistently achieved

Works with performance data to maximum the effectiveness and efficiency of the team

Creates a positive work environment

Responsible for employment related activities such as hiring and on-boarding of new employees, disciplinary actions and terminations

Maintains the highest level of integrity as a representative of the company; abiding all company policies and procedures

Uses positive language and word choices to avoid negative reactions

Applies proper communication guidelines (clear, concise and personal) to interactions

Actively communicates on all areas impacting the team, including performance against goals, changes in the business, etc.

General management responsibilities -

Manages all key performance metrics evaluating or implementing and reviewing measurements, coaching and continuous improvement

Monitors and controls departmental expenses, seeking and implementing improvements to improve the profitability of the operations

Leads the effort to implement new business implementations (client, technology, processes, etc.) successfully and on-budget

Manages overall budget and performance against budget

Responsible for evaluating and maintaining operation staffing

Responsible for all assigned administrative tasks

Leads change efforts, providing information and communication

Identify and communicate risks, issues and benefits to the operations and/or the customer

Delegates work to others for improved results and individual growth as applicable

Required Qualifications:

Bachelor degree, or equivalent work experience (preferred)

Minimum of five (5) years corporate travel experience.

Prior managerial experience of 2-3 years

Thorough knowledge of the travel industry, fares and markets.

Knowledge of specified GDS(s).

Thorough knowledge of travel agency operations

Knowledge of word processing, spreadsheets, presentation, and email software

Ability to travel on a regular basis

Ability to work night and weekends, when needed

Preferred Qualifications:

Proficiency in Microsoft Office applications

Prior budget and cost management experience

Thorough knowledge of BCD Travel products and services

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