

# APAC Regional Account Manager

## Job Description

June 2019



## About GlobalStar Travel Management

GlobalStar is a truly Worldwide Travel Management organisation, operating in more than 3,500 locations in over 85 countries across the globe. Our combined turnover, in excess of US \$14 Billion allows us to drive significant buying power, adding value to corporate travel programmes. Championed by consistent service levels and cohesive solutions around the world, we are the Partner of choice.

## About this role

The key deliverable of the Regional Account Manager is to ensure a long-term relationship with GlobalStar's Global clients. This requires a focus on optimising the client value from its travel programme. The position requires a strategic approach to the complexities of global programmes, provided through leadership, business planning and the provision of high-level contract and relationship management to the client. A key part of the role is the direction, management and co-ordination of the client countries. The support and guidance to the National Account Managers is an integral part of the role.

This is a full-time role, based in APAC, ideally Singapore or Hong Kong.

Salary negotiable depending on experience.

Main internal contacts	GlobalStar Executive Team National Account Management teams Finance teams National Operations Teams Implementation teams Global Account Management team
Main external contacts	Client & Suppliers
Reports to	Vice President Global Account Management

## Main responsibilities & duties

Provide guidance and direction to account teams; qualifying and developing new client relationships. Resourceful, able to utilise GlobalStar's vast knowledge base and resources to collect data and find answers.

### 1 – Optimised Client Relationships

- ✓ Optimising client value
- ✓ Delivering consolidated key performance indicators
- ✓ Supporting Regional & National Account Managers in achieving the same shared goals, locally and globally
- ✓ Develops a close and sustainable client relationship
- ✓ Directs the Global Operational teams to develop and administer business and/or focus plans
- ✓ Builds and maintains strategic supplier relationships
- ✓ Ensures quarterly client reviews are regularly scheduled and conducted
- ✓ Develops and administers short and long-term business plans
- ✓ Ensures contingency plans are in place to effectively manage crisis situations
- ✓ Ensures that quality processes and tools are incorporated into all daily activities
- ✓ Leads a team of National Account Managers in the strategic direction of the client ensuring all client facing teams in all markets are aligned and responsive to the client requirements and contract

## 2 – Client Activity

- ✓ Develop and manage reviews and an annual client optimisation plan
- ✓ Undertake the annual review process to identify opportunities to optimise the client programme further to meet client objectives
- ✓ Identify and implement best practices
- ✓ Overall contract management
- ✓ Ensure service delivery in line with contractual obligations
- ✓ Ensure SLA/Scorecard metrics are being met
- ✓ Work with client on strategic initiatives
- ✓ Manage implementation process for all new business
- ✓ Financial & Operational accountability
- ✓ Responsible for project management including communication and change management

## Main Competencies

COMMUNICATION	<p>Providing clear &amp; adequate information and being open</p> <ul style="list-style-type: none"><li>• Providing the customer with the relevant flow of information on a regular and appropriate basis</li><li>▪ Educates and informs the customer regularly</li><li>▪ Provides extensive product &amp; services overview in a user-friendly format</li><li>▪ Develops customer loyalty in a transparent way</li><li>▪ Communicates clearly and effectively, using the right media</li></ul>
STRATEGIC	<p>Analysing complex situations</p> <ul style="list-style-type: none"><li>▪ Long term planner</li><li>▪ Incisive thinker</li><li>▪ Analytical problem solver</li><li>▪ Thinks through implications</li><li>▪ Can create strategies and scenarios</li><li>▪ Looks at the global picture</li></ul>
PERSUASIVE	<p>Actively focusing on convincing, persuading &amp; negotiating in a compelling way</p> <ul style="list-style-type: none"><li>▪ Compelling and convincing</li><li>▪ Markets ideas well</li><li>▪ Good at negotiating</li><li>▪ Good at interpersonal influence</li><li>▪ Understands political realities</li></ul>
INSIGHT	<p>Perceptive in reading people and situations</p> <ul style="list-style-type: none"><li>• Uses understanding of people and situations to determine client needs</li><li>▪ Effective reader of nonverbal cues</li><li>▪ Able to change approach easily and choose right timing</li><li>▪ Good at putting the relevant questions</li><li>▪ Quickly recognises new opportunities for the client</li><li>▪ Accurate in understanding client situation and context</li></ul>
CUSTOMER FOCUS	<p>Understanding client needs, Identifying &amp; delivering solutions</p> <ul style="list-style-type: none"><li>• Put the interest of customers first, and fight to deliver best service</li><li>▪ Builds customer loyalty</li><li>▪ Relay customer input back to the organisation</li><li>▪ Anticipates customer needs</li><li>▪ Flexible and able to adapt to the needs both in Service and Account Management</li><li>▪ Strong at problem solving</li></ul>

MANAGEMENT FOCUS	<p>Take responsibility and actively manage resources to get things done</p> <ul style="list-style-type: none"> <li>▪ Good manager / leader</li> <li>▪ Take leadership role with customers</li> <li>▪ Good mentor for newer account management people</li> <li>▪ High degree of confidence</li> <li>▪ Show a good deal of initiative</li> </ul>
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## Technical skills

Languages	<ul style="list-style-type: none"> <li>✓ English fluent: written and oral</li> <li>✓ Abilities to deal within a multicultural environment</li> </ul>
Presentation skills	<ul style="list-style-type: none"> <li>✓ Confident presentation skills up to Board level</li> <li>✓ Able to build and present a business plan to the client and internally</li> <li>✓ Excellent writing skills for customer and Senior Management facing documents</li> </ul>
Computer knowledge	<ul style="list-style-type: none"> <li>✓ Word, Excel, PowerPoint</li> </ul>
Specific skills	<ul style="list-style-type: none"> <li>✓ Financial/analytical/strategic skills</li> <li>✓ Negotiation skills</li> <li>✓ Consultative based approach</li> <li>✓ Understanding of IT tools and processes and their impact on travel programmes</li> </ul>

## Education/Experience

Education	<ul style="list-style-type: none"> <li>✓ Master's degree preferred</li> </ul>
Experience	<ul style="list-style-type: none"> <li>✓ Proven experience in Global/Regional Account Management in a world class environment</li> <li>✓ Strong financial orientation</li> <li>✓ Strong presentation, consultative, analytical and persuasive skills</li> </ul>

Please send CVs and cover letters to [recruitment@globalstartravel.com](mailto:recruitment@globalstartravel.com) by Friday 26<sup>th</sup> July 2019