

### **Senior Operations Manager Job Overview:**

- Leads the team responsible for delivering the services, support and customer care of the World Travel Inc. After-Hours team.
- Ability to put the customer needs first, working to develop, support and structure a team that exceeds the customers' expectations and integrates with the overall operation.
- Leads the development of a scalable After-Hours service delivery platform that can support fluctuations in demand and volumes, including scheduling, training and call & queue monitoring.
- Continuously monitors and evaluates process improvement opportunities based on key performance indicators
- Ensures that quality control processes and tools are incorporated into all daily activities to drive process efficiencies, standardization and optimization and continuous improvement
- Serves as the operational liaison for After-Hours, internally across the business and between third-party travel-related suppliers (i.e., Airlines, Hotel, Online Booking Tools, other)
- Build and maintain strong internal relationship with key stakeholders across the organization (e.g., Operations, Account Management, Ops Tech etc.)
- Build a collaborative relationship with the leadership team to share and leverage best practices and drive innovation.
- Investigates and resolves customer service issues/problems.
- Participate in Emergency Recovery and Business Continuity plans.

### **Basic Qualifications**

- 10+ years of Corporate Travel agency operations experience
- 5+ years of leading customer service delivery
- 5+ years leading high-performing teams
- 10+ years' experience with Sabre and/or Travelport. Dual GDS exp. Is a plus.
- Previous experience with remote or virtual team members and direct reports
- Proficient with Microsoft Office (Word, Excel, PowerPoint), SharePoint and Smartsheet
- Workforce Management experience a plus
- Omni Channel Solutions experience a plus

### **Preferred Qualifications**

- Comprehensive understanding of the corporate travel industry ecosystem.
- Technology-savvy; experienced with GDS systems, including mid- and back-office systems, travel technologies.
- Demonstrated ability to work cross-functionally with other business owners, product and tech teams and ability to lead through influence
- Innovative, hands-on, results-oriented mentality, great use of process improvements and ability to meet tight deadlines and manage through high-pressure situations.