

<b>Job Title:</b> Data Support Executive			<b>Region</b> STR London
<b>Dept.</b> Account Management Team London			<b>Written By</b> Joanna Butler
<b>Date Created</b> 7 December 2017	<b>Review Date</b> 7 <sup>th</sup> December 2017	<b>Reviewed By</b> Rowena Cowan	
<b>Position in Organisation</b> <ul style="list-style-type: none"> <li>• <b>Reports To:</b> Senior Manager, Client Services</li> <li>• <b>Directly Supervises:</b> None</li> <li>• <b>Indirectly Supervises:</b> None</li> </ul>			
<b>Main Purpose of Job</b> The Data Support Executive role is of crucial importance to the account management team, responsible for a large volume of administrative tasks relating to the management of contact information, client report access permissions and hotel data compliance. This role ensures that STR clients receive an effective and efficient customer service experience, with specific focus on data confidentiality, integrity and quality.			

#### Key Responsibilities and Accountabilities

<b>Provide administrative support</b>
<ul style="list-style-type: none"> <li>• Manage a large volume of data support tasks with the aim of responding to client queries within 24 hours.</li> <li>• Assist clients with logins and updates to access permissions to the STR client website</li> <li>• Ensuring confidentiality by removing access and updating databases for contacts on an ongoing basis.</li> <li>• Manage email bounce backs and update contacts within Salesforce and distribution lists of reports.</li> <li>• Keep Salesforce up to date through Salesforce case management, enabling the tracking and efficient management of client requests and queries on an ongoing basis.</li> <li>• Send industry participation lists upon requests from clients</li> <li>• Exceed client expectations by delivering accurate and detailed responses to questions and queries.</li> <li>• Continuously keep apprised of changing trends and activities within the hospitality industry</li> <li>• Represent the company and its products professionally at all times.</li> <li>• Manage other ad hoc administrative client requests.</li> <li>• Supporting account management team with ad hoc administrative tasks.</li> <li>• Providing support to clients via the telephone</li> <li>• Cover for team members on an ad hoc basis</li> </ul>

<b>Proactive management of hotel performance data compliance</b>
<ul style="list-style-type: none"> <li>• Proactive data compliance checks to reduce incoming queries and requests for data chasing</li> <li>• Loading and validating client data within specific deadlines</li> <li>• Validating compliance and coordinating delivery and payment of one time run reports using reporting systems.</li> <li>• Updating clients competitive sets in accordance with STR's confidentiality guidelines</li> <li>• Chase missing daily, monthly, P&amp;L and segmentation data, working with account managers to ensure maximum client retention</li> </ul>

This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

## Job Description – Data Support Executive

- Ad Hoc data management projects e.g. P&L data chasing, data submission formatting, and research of correct/alternative contacts to always ensure the availability of the most up to date contact information.
- Understand the various ways and templates our clients can submit data and recommend the best one for each situation, provide accurate and complete information about each process/solution. Problem solve if data submission is unsuitable/contains errors
- Proficient with internal databases and applications used for chasing data.

### Commit to being an active member of the team and to on-going personnel and professional development

- Keep up to date with market developments in the industry.
- Supporting regional and Key Account Manager with planning of roadshows, conferences/events etc.
- Attend training and actively seek to continually enhance understanding of STR products and value proposition.
- Providing cover for colleagues
- Develop and maintain good working relationships colleagues across all offices.
- Adhere to all STR processes and policies and maintain customer confidentiality.
- Ensure STR brand and corporate values are evident to the customer at all times.
- Understand and adhere to the STR vision and our values.

### Core Competencies

Competency	Knowledge
<b>Industry Knowledge</b>	Knowledge and understanding of the global hospitality industry and its brands, management companies, owners and asset managers. Continuously staying apprised of changing trends and activities and industry movements.
<b>Technical Expertise</b>	Proficient with Microsoft Outlook, Salesforce and STR Global internal databases and applications that can be utilised for data input and chasing.
<b>Customer Focus</b>	Consistently focused on delivering an excellent customer service experience.
<b>People Skills</b>	As you will be in regular contact with clients, good written and oral communication skills are required. Able to interact effectively with people at all levels in an organisation including senior hotel executives. Works effectively as part of a team and has a genuine desire to assist your colleagues.
<b>Adaptability</b>	Responds to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
<b>Delivers Results</b>	Working effectively and efficiently, paying careful attention to detail, data confidentiality and accuracy. Able to prioritise tasks. Consistent in application and effort.

### Specific Job Competencies

Competency	Expectation
<b>Language skills</b>	Fluent in English, written and oral. Technical skills, hospitality experience and

## Job Description – Data Support Executive

	additional language/s advantageous.
<b>Administration</b>	Ability to handle a high volume of incoming emails and administrative tasks

### Job Context

<b>Context</b>	<b>Description</b>
<b>Office/Desk based</b>	This role is office based at our EMEA headquarters in London.