

Job Title: Data Support Executive - Central and South America			Region: Central & South America STR Colombia
Dept.			Written By Patricia Boo
Date Created 14/12/2017	Review Date 14 December 2017	Reviewed By Rowena Cowan	
Position in Organisation <ul style="list-style-type: none"> • Reports To: Area Director • Directly Supervises: None • Indirectly Supervises: None 			
Main Purpose of Job To provide support for the whole C&SA region, with a particular focus on Brazil. Responsible for a high 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. The role is both internal and client facing.			

Key Responsibilities and Accountabilities

1.1 Provide administrative client support
<ul style="list-style-type: none"> • Manage a large volume of data support tasks within fast turnaround times. • Assist clients with logins and updates to access permissions to the STR client website. • Resolve email bounce backs and update contacts within Salesforce. • Keep Salesforce up to date through Salesforce case management, enabling the tracking and efficient management of client requests and queries. • Manage client requests to update to hotel information in STR census database. • Manage client requests to update report distribution lists • Send industry participation lists upon request. • Exceed client expectations by delivering accurate and detailed responses to questions and queries. • Represent the company and its products professionally at all times. • Manage other ad hoc administrative client requests.

1.2 Proactive management of hotel performance data compliance
<ul style="list-style-type: none"> • Proactive data compliance checks to reduce incoming queries and requests for data chasing • Chase missing daily, monthly, P&L and segmentation data. • 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

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

1.3 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, keeping continuously appraised of changing trends and activities within the hospitality industry
- Attend training and actively seek to continually enhance understanding of STR products and value proposition.
- Continuously keep appraised of changing trends and activities within the hospitality industry
- Attend marketing events, team meetings, kick off meetings and functions as required.
- 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
Industry Knowledge	Knowledge and understanding of the global hospitality industry and its brands, management companies, owners and asset managers. Stay appraised of changing trends, industry activities and industry movements
Technical Expertise	Proficient with Microsoft Outlook, Salesforce, Excel and applications that can be utilised for data input and chasing
Customer Focus	Consistently focused on delivering an excellent customer service experience.
People Skills	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 have a genuine desire to assist your colleagues.
Adaptability	Manage unpredictable volumes of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives
Delivers Results	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
Language skills	Portuguese, Spanish and English
Administration	Ability to handle a high volume of incoming emails and administrative tasks

Job Context

Context	Description
Office/Desk based	This role is office based at our Central & South America office in Bogota, Colombia.