Job Title: Data Support Executive			**Region** STR London
Dept. Account Management Team London			**Written By** Felicity Collins
Date Created 3rd March 2016	**Review Date**	**Reviewed By**	

Position in Organisation

- **Reports To**: Senior Client Services Manager
- **Directly Supervises:** None
- **Indirectly Supervises:** None

Main Purpose of Job

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

1.1 Provide administrative client support

- 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.
- Manage 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.
- Continuously keep appraised of changing trends and activities within the hospitality industry
- 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

- 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, 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.

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. • Attend training and actively seek to continually enhance understanding of STR products and value proposition. • 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. Continuously staying appraised of changing trends and activities and industry movements.
Technical Expertise	Proficient with Microsoft Outlook, Salesforce and STR Global internal databases 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 has a genuine desire to assist your colleagues.
Adaptability	Responds to unpredictable volume 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	Fluent in English, written and oral. Fluency in French and/or German essential
Administration	Ability to handle a high volume of incoming emails and administrative tasks.

Job Context

Context	_
Office/Desk based	This role is office based at our EMEA headquarters in London.