

Assistant Manager – Vendor Relationship Management



Position Title: Assistant Manager – Vendor Relationship Management

Reporting To: Regional Head – West

Function: GDS Operations

Location: Mumbai

Band: 3

Positions: 1

Purpose:

To act as a vital link between Galileo/Worldspan and Vendors across regions, especially Airlines for delivery of service requirements on both sides.

Primary Responsibilities:

- Ensure proper development and follow – up on the Airline Support Plan;
- Understand the airlines specific needs in India by adapting the use of access to Airline Servicing products;
- Undertake problem solving after analyzing Agent practices and Airline processing systems in India
- Effective resolutions to region specific vendor related issues
- Act as the sole point of contact for all service escalations & ensure timely closures of the same.
- Collate market information on vendor activities.
- Responsible for promoting the use of servicing products and GIS to airlines in India by ensuring that these efforts match the requirements of the agency;
- Measure success of promotions by monitoring participation levels from agency users
- Liaise with the marketing department for joint promotions with vendors.
- Inform the agents and airlines on the latest and updated GDS practices through regular product flashes and mailers.
- Have the corporate marketing create product mailers, to be sent out to the travel agents.
- Look at opportunities for partnership with vendors on marketing promotions that help create a positive image for Galileo/Worldspan in the market.
- Act as the sole point of contact for all service escalations & ensure timely closures of the same.
- Provide training and support to the Service Centre by creating a better understanding of the perceived problems and promoting communications between the local Airline offices and their Headquarters on matters relating to their host systems;
- Be an interface between the Airlines Sales & Marketing and NDC staff to identify and make suggestions/recommendations on customer support issues and other policy matters;
- Monthly communication to agencies on new initiatives by vendors through mailers.
- Solve vendor problems escalated by the service center, monitor SLCM and check for the repetitive problems reported in the service center and look for solutions for the same.
- Develop strong relationships with key vendors;
- Maintain regular interaction with the key airline contacts at all levels. Communicate with the vendors by regularly sending the Galileo/Worldspan Newsletter and mailers on Galileo/Worldspan activities / product initiatives.
- Submit monthly updates on the Airline Support activities, featuring main issues and opportunities broken down by domestic and international customers;
- Timely MIS on vendor issues related to the region
- Provide a monthly report on vendor performance (with statistics) with the details of top vendors and the top sellers for each of the vendor.
- Escalate all vendor related concerns and opportunities, including E- Tktg, EBFS and AST's to corporate resources and look for early resolution from Travelport.



- Coordinate and follow-up on all pending vendor issues with corporate resources
- Check with the fare coordinators both at a regional and corporate level for fare issue reported on airlines
- Check with airlines if they are facing any fare or other issues on Galileo/Worldspan.
- Escalate the problem to the relevant departments with Galileo/Worldspan or the airlines and have the issue sorted at the earliest.
- Assist the GM in identifying and targeting revenue opportunities, in response to market intelligence gathered as a result of customer contact in the support role.
- Provide a monthly report on vendor performance (with statistics) with the details of top ten vendors and the top ten sellers for each of the vendor.
- Appraise the GM for the recurring airline and vendor problems and seek this help to sort them.

Attributes:

- Self motivated individual with strong customer focus.
- Excellent follow up to ensure closure of issues.
- Strong interpersonal skills
- Good presentation skills
- Organized and methodical

Educational Qualification / Experience:

Graduate with 4-6 years of rounded experience in Airline operations including Customer Service/ Reservations/ Ticketing/ Systems/ Sales. If interested, please send your current resume with cover letter to Deepak Bhandari at deepak.bhandari@worldspanindia.com

