

Job Profile

Job Title	Key Account Manager (KAM)	Job Family	Sales
Entity	MPYT	Location	Dubai – UAE
Corporate Level	TBD	Reporting Line	COO
Job Purpose Overview	Maintaining relationships, growing assigned accounts, while striving to achieve the agreed sales targets.		
Key Responsibilities	<ul style="list-style-type: none"> • Use triometric search tool to carry out regular audits on what the agents are demanding • Daily and weekly reviews of destination bookings per key account to identify any downturns in sales and react • Undertake monthly mapping audits on all accounts and ensure that all of our latest product is on sale most importantly the business's key selling units. • Gather key market information and trends from all key agents to include best-selling properties • Using key market info and search demands, channel through your business cases to commercial to ensure better product, purchasing and pricing decisions are made, follow up, monitor and report back to the business the impact of your business case • Work with the commercial team to get more special offers in properties based on the lowest converted destinations. • Ensure that all accounts are performing to company KPI for Look 2 Book • Push our agents for all castles to be prioritized on their front end sites. • Ensure that our product is live on every possible distribution channel that the agents work on • Work with the distribution team to ensure all market shares are obtained on weekly basis • Using price profiles, ensure that all product is available and switched on for all agents internationally <p>XML support</p> <ul style="list-style-type: none"> • Help the agents resolve connectivity issues with support of IT support team • Using triometric, identify any failed searches or errors and resolve with the agent • Monitor any increase/decrease in searches and establish the reason for the change • Ensure all new agent accounts are set up correctly • Technically and commercially support any new business connect via XML 		
Skills & Abilities	<ul style="list-style-type: none"> • Proficiency in Microsoft Word, Excel, Outlook and PowerPoint • High level of numerical and analytical skills with previous BI experience • Ability to communicate value proposition and recommend solutions to potential partners • Professional “get it done” attitude and work ethic • English written and spoken -additional language is a plus - 		
Qualifications	<ul style="list-style-type: none"> • BA degree in tourism, hospitality management, business, marketing or similar field • In depth knowledge of the travel industry 		
Knowledge & Experience	<ul style="list-style-type: none"> • 2-3 years' experience in similar role 		