



OPEN JOB DESCRIPTION

Title:	Manager, Global Sales, Member Experience
Reports to:	Director Global Sales & Member Experience
Based:	Onsite role. Delray Beach, FL
Salary Range:	\$55K - \$65K commensurate with experience
Benefits:	18 Days PTO Year 1, 23 Days from Year 3, 401K + match, fully paid health, dental and vision insurance, and short-term disability.

COMPANY BACKGROUND

Founded 45 years ago, Hickory Global Partners is an industry leading global B2B travel alliance for corporate travel agencies, corporate travel departments, and corporations. Hickory Global Partners bridges the gap between members and suppliers and raises the bar on what being a global corporate travel alliance is all about. Our innovative and leading global hotel and air programs, one-of-a-kind ground transportation program, comprehensive ancillary products portfolio, and innovative technology and tools make HICKORY an essential strategic partner in the corporate travel industry. To learn more about us, please visit hickoryglobalpartners.com

THE ROLE

65% Sales & Member Experience | 35% Supplier Operations Support

A SNAPSHOT OF THIS ROLE AND OPPORTUNITY

The Manager of Global Sales, Member Experience, leads innovative account management strategies and is focused on increasing profitability and deepening member engagement and Sales Support among the members of Hickory Global Partners. The role primary focus is to grow and increase the non-transactional and transactional revenue of their portfolio, through a combination of exceptional relationship management and consultative sales skills, a sophisticated ability to synthesize client needs and identify innovative solutions, a strong understanding of the external market, and communicating in-depth knowledge of the Hickory Global Partners value proposition.



KEY EXPERIENCE ASSETS WE EXPECT THE SUCCESSFUL CANDIDATE TO POSSESS AND DELIVER

- A minimum of five years of verified experience in the role of Corporate Travel Advisor is required for this role.
- Expert knowledge in at least one GDS in the native language including the ability to create domestic and international PNR's, Profiles, maintain EPR's, simple and complex exchanges, pricing PNRs, process full and partial refunds, and sell airline ancillary services via EMDs.
- Travel agency operational and or sales experience within a fast-paced environment.
- Solid sales and interpersonal skills.
- Databases and CRM's - Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- Skilled in MS Office Suite including Excel, PowerPoint, Word & Outlook.
- Creating PowerPoint presentations - Navigating the Internet to research information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve electronic mail.
- Spreadsheets - Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.
- Collaborate with leaders across teams to share successfully proven practices and drive overall team performance and individual team goals.
- Maintaining various ARC lists for the different carrier programs and importing them into SugarCRM
- Creating contract/ticketing instructions and distributing them to the appropriate agencies.
- Loading Airline Agreements into Partner HQ our member portal.