



## Account Manager

At RegiÔtels, we are obsessed with lending our expertise to clients who need it most: small and medium sized independent hotels who struggle with growing their revenue and profits. Our great team of experts have a global experience and actively work for hotels in the areas of digital marketing, revenue management, IT as well as sales and marketing.

Being part of RegiÔtels means that you will be able to make a real difference in hoteliers' lives by assisting them with your skillset. We believe that jobs of the future will involve tasks requiring social intelligence, complex critical thinking, creative problem solving, as well as initiative taking. As such, we operate on a very personal level with our hotel partners and are in constant touch with them to improve their livelihood and to advance regional hotel industry standards.

## Scope of the position:

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Developing the relationship with RegiÔtels' partner hotels to be able to deliver a more personalized service through pro-active proposals to improve client results and regular communication with both established and integration of new clients. The role is responsible for the market predominantly covering Germany.

## Key responsibilities

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### DEVELOPING THE RELATIONSHIP WITH OUR PARTNER HOTELS

- Serve as the main point of contact for all customer account management matters,
- Set and coordinate the onboarding process with the new clients on one hand and the various teams internally on the other
- Build strong client relationships to maintain existing business
- Assist and direct client requests to the responsible department
- Pro-actively follow up with clients to ensure that they are satisfied with the services provided by the company
- Identify upsell and renewal opportunities and communicate with the BDM team regularly
- Assess contracts to maximize profits and client satisfaction
- Join client portfolio calls
- Collaborate with BDM team to identify and grow opportunities
- Resolving complaints, prevent additional issues by improving processes, keeping track of all processes that pertain to the client's requests



- Ensure the timely and successful delivery of our solutions according to customer needs, requests and objectives
- Speak regularly with other members of the team to discuss progress and find new ways to improve our services
- Help with translating reports and documents
- Communicate with clients to understand their needs and explain product value
- Keeping accurate client records and account notes
- Maintaining updated knowledge of company products and services
- Maintaining updated knowledge of client and its services and brand identity

**OTHER ELEMENTS DESIRED:**

- Reliability, goal-oriented, organizational skills, being a self-starter and autonomous
- Enjoying people and working in a small team
- A desire to speak out and contribute to a growing and developing company
- A clear understanding of the hotel industry is necessary
- A first experience with distribution systems, central reservation systems, content systems, online travel agencies is a plus

## **Skills**

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- Personality skills: strong presentation and communication skills, organized and abilities to work independently and to meet deadlines, creative and dynamic personality
- Technical skills: MS office pack, NoCRM
- Languages skills: English, German, French and Dutch is a plus