

Job Title: Integrations Executive			Region EMEA
Dept. Integrations Department			Written By Sara Murias
Date Created 8 November 2017	Review Date 15 November	Reviewed By Rowena Cowan	
Position in Organisation <ul style="list-style-type: none"> • Reports To: Integrations Manager • Directly Supervises: None • Indirectly Supervises: None 			
Main Purpose of Job To support the Integrations Manager with client related administrative tasks relating to data feeds, consultants, integrations and other day to day general admin related queries and to assist during the implementation phase of new projects. Ensure that STR clients receive an effective and efficient customer service experience, with specific focus on Third Party Agreements.			

Key Responsibilities and Accountabilities

1.1 Provide administrative client support
<ul style="list-style-type: none"> • Answer any internal and client queries regarding Third Party Agreements and data extraction: <ul style="list-style-type: none"> - Send client data share consent forms and co-ordinate with output the integrations setup. - Process any integration requests and help initiate client data integrations. - Proactively inform all STRG teams regarding new integrations opportunities. - Reactively provide clients with information regarding Third Party integrations. - Proactively ensure that the feeds are working and data is being received by STR and sent to Third Party. • Ensure Salesforce cases are updated/closed on a daily basis, enabling the tracking and efficient management of client requests and queries. • Ensure Customer Profiling in Salesforce is updated to allow Account Manager and Business Development Managers to access up-to-date information relating to Third Parties. • Manage other ad hoc administrative client requests as required.

1.2 Assist the Integrations Team
<ul style="list-style-type: none"> • Proactively work with Account Management and Business Development to maximise benefits from Third Party relationships. <ul style="list-style-type: none"> - Ensure that up-to-date information regarding new and existing integrations is available to all STRG teams. - Help Account Managers and Business Development Managers to identify integration opportunities with new and/or existing clients. • Assist in project work as required: <ul style="list-style-type: none"> - e.g. Developing Marketing strategies to promote STR within the Third Party platform - e.g. Developing Integration strategies for most chased client list to enable STR to receive data automatically and decrease data chasing. • Research more seamless and less manual ways of receiving data e.g. setting up a 2-way integration: <ul style="list-style-type: none"> - Update a database with all Third Party companies • Identify new integration opportunities with new Third Parties (e.g. PMS These projects include PMS/RMS integrations, PMS extractions, and any other project that has the ability to positively change the way STRG works across all disciplines. systems) and grow existing integrations (e.g. add Segmentation data to a current feed)

This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

Job Description – Integrations Executive

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 and other developments within the function and the industry
- Attend training as required 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 Mission, Vision and Values

Core Competencies

Competency	Knowledge
Industry Knowledge	Knowledge and understanding fundamentals of the global hospitality industry. Deep knowledge and understanding of the various types of clients and their requirements for data.
Technical Expertise	Knowledge of selling hotel performance data within the hospitality industry. Computer literate, experience of working with MS Office (Outlook, Excel, PowerPoint) and Salesforce is essential. Highly numerate with an eye for detail and a strong desire for accuracy.
Customer Focus	Ability to work with clients, partners, and STR personnel at all levels from C-level downwards establishing credibility and building trusted status. Providing excellent customer service in challenging situations while maintaining STR standards.
People Skills	Able to work with internal and external clients to a very tight deadline. Able to interact effectively with people at all levels in an organisations including hotel executives and their staff.
Adaptability	Capable of dealing with urgent internal and/or external requests while maintaining the turnaround times for other projects. Able to quickly change focus area from region to region.
Delivers Results	Able to prioritise and deliver accurate results. Completing all documentation accurately and thoroughly.

Specific Job Competencies

Competency	Expectation
Organisational Skills	Able to manage a high workload and a variety of projects to a high standard within tight deadlines. Efficient and effective workload prioritization.
Administration	Ability to handle a high volume of incoming, phone calls, e-mails and administrative tasks.
IT aware	Does not need to have an IT background, although some basic understanding of IT is necessary.

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Job Context

Context	Description
Office Based	Role will be based in the London office