



# TS24/THE ALL STARS

## Global Business Relationship Manager

Division/Department:	Business Relationship Management
Location:	New Albany, OH
Job Title:	Global Business Relations
Reports to:	Director, Account Management

Type of position:	<input checked="" type="checkbox"/> Exempt
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Nonexempt
<input type="checkbox"/> Part-time	
<input type="checkbox"/> Contractor	

### GENERAL DESCRIPTION

The Global Business Relationship Manager (BRM) is responsible for successfully managing the mutual goals of our client and TS24. The Global BRM is ultimately accountable to ensure all partners who service the account in the Europe , Middle East Asian Pacific regions are aware and engaged in fulfilling their individual obligations to ensure success in our delivery of all services to the client.

### ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Accountable to the successful execution of the Agreement and Service Level Agreement between TS24 and our client.
- Manage Regional BRM to ensure they develop, execute and maintain a mutually agreed upon business plan and will thereafter meet and discuss the business plan on a quarterly basis, and make agreed-upon changes thereto.
- Makes recommendations and supports to implement self-service travel technologies and to help reach the our client's adoption goals.
- Act as global implementation leader, collaborates and compiles necessary reports to provide updates and monitor success during new implementation of global accounts, implementation of new technologies including proprietary systems.
- Review and assess policy compliance factors and traveler behavior; makes recommendations for improvement to policy and/or improvement to traveler behavior in adhering to the policy; suggestion of possible process orientations and/or technology applications to improve both.
- Oversees the coordination and calibration of the TS24 travel operation to client's strategic initiative.
- Ensure service level commitments are tracked and reported appropriately.
- Ensure service level agreement is successful; manage Regional BRM's efforts to continue to adjust and calibrate the service level agreement based on client's long-term initiatives and short-term activities.
- Conduct an annual Structural Evolution process to ensure process and technology design continues to be in sync with client's strategic initiatives/goals.
- Evaluate and resolve issues that are escalated to second level. Track all issues to identify any service level concerns and/or trends. Manage Regional BRMs collaboration with operations staff to meet client's needs.
- Manage the Financial Pro Forma, ensuring its accuracy and personal delivery to client's travel management. Support Regional BRMs to deliver and review the Financial Pro Forma in person on a monthly basis to client's travel management.
- Ensure TS24 Disaster Recovery and Business Continuity Plans are calibrated to client's needs and requirements.
- Develop and implement creative crisis management plans addressing industry changes or crisis developments.

- Oversee and manage all deliverables specific to the Regional BRMs: track and report on supplier performances, savings generated, track and report quarterly on travel policy non-compliance metrics to client's travel management team, track and trend enterprise air travel patterns to assist with contract negotiations.
- Prepare and gather data for RFP analysis.
- Consult with client's travel management regarding supplier trends, relationships and potential negotiations.
- Identify areas in which TS24 can continue to provide value to the client's travel management initiatives.
- Strategically manage central communication amongst the Travel Operations Team, client travel management and TS24; identify trends relating to the industry and keep abreast of changes, updates and communicate to Travel Operations Team and to our customer management.
- Provide leadership and direction to the Travel Operations Team as it relates to the expectations of our client.
- Display flexibility and teamwork assistance to achieve corporate objectives.
- Special projects assigned by CEO or requested by our client.

#### **EDUCATION & EXPERIENCE**

- College degree or equivalent work experience
- 5+ years leadership and developed experience
- 10+ years industry experience
- GDS –Sabre & Apollo experience preferred
- Understanding of financial structure and return on investment concepts
- Experience with ISO9001 requirements preferred
- Experience managing root cause analysis and business development strategies through others

#### **MINIMUM REQUIREMENTS (REQUIRED SKILLS)**

- Excellent verbal and written communication skills
- Efficient organizational skills
- Proficient negotiating skills
- Evident interpersonal skills
- Proficiency in Microsoft office products including Outlook, Excel, PowerPoint and ProjectManager
- Ability to manage multifaceted obstacles including but not limited to stressful situations, competing priorities, conflicts of interest, etc. with grace and resolve
- Ability to foster and maintain a partnership based on trust and honesty
- Ability to identify root cause, assist complex situation, provide remedy
- Ability to identify trends, interpret them and provide potential impacts/solutions/recommendations
- Ability to anticipate the unexpressed wishes of the client.

#### **CONTACT INFORMATION**

If you are energetic, focused and interested in a rewarding career, send resume, cover letter and salary requirements to [hr@ts24.com](mailto:hr@ts24.com) .