

## Coordinator, Business Travel - Global Sales EMEA

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Company: Wyndham Hotels & Resorts

Location: gurugram

Category: other-general

**Summary**The Coordinator, Business Travel - Global Sales EMEA is an integral part of the Global Sales Operations (GSO) team, managing diverse administrative duties and projects. The primary focus of this role is to provide support services predominantly to the Business Travel Sales teams across the EMEA region. The second is to coordinate/own the Request for Proposal (RFP) process in the systems throughout the segment working closely with the EMEA business travel sales teams and applicable hotels. The individual plays a vital role in raising awareness for Wyndham Hotels & Resorts, help sellers to generate business to Wyndham hotels and will effectively communicate our value proposition to existing business partners and prospects. Additional responsibilities include assisting other members of the wider EMEA Sales team on an 'as required bases. The job holder will also be working directly with both managed and franchised hotel teams to educate, support and deliver opportunity and revenues through the Wyndham Hotels & Resorts systems. In addition to the core responsibilities outlined, the role will also undertake ad-hoc projects that may not be related to business travel, contributing as defined by their line manager, in response to the dynamic demands of our business.

**Complexity**The level of decision-making authority in this role is moderate depending on the task. Most tasks will be either regular ongoing / weekly / monthly etc. or should be requested with a full brief. RFP deadlines and content are the responsibility of each Account Owner, as is the communication with the clients regarding acceptances, declines and rate loading of each account. For RFP process the level of autonomy and decision making on a day-to-day basis is minimal, decision making is moderate and autonomy on a day-to-day basis is minimal. The impact of decisions will be

the same as those of other members of the team, with the same level of responsibility. This role does not have any supervisory responsibilities attached to it. The Coordinator, Business Travel – Global Sales EMEA will be required to be the subject matter expert in the tools used by the Sales Team, Hotels and Clients to be able to educate, train and answer questions on the tool and the process. Adding to the complexity, the role mandates a proactive approach to self-learning, crucial for meeting unique support needs in diverse events. Despite lacking direct supervisory responsibilities, the role operates with a level of responsibility that goes beyond coordination, embodying ownership, expertise, and proactive engagement with multifaceted tasks. They will further support the team by providing a variety of administrative services on an 'as required' basis.

**Experience/Certificates/Education** High school diploma or equivalent is required. Experience in working within a hospitality company or other fast-growing organization is required. Knowledge of the Business Travel RFP process at the hotel level, as well as experience in using Cvent Transient (formerly Lanyon), is required. Experience using tools such as Salesforce, SynXis, and HRS is essential. Experience in hotel-level administration/coordination would be helpful. Experience in working with cross-functional global teams would be highly beneficial. At least three years' experience in using MS Office Suite is required. Experience in database management would be helpful. Account management skills would be helpful. Project management skills and a high affinity towards data and technology would be helpful. Fluency in spoken and written English is essential, with an additional language being desirable. Must be able to travel throughout the EMEA division and beyond as required.

**Abilities/Key Competencies/Skills**

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- Support Mindset:** Assist Sales EMEA Teams, colleagues, and external stakeholders as needed to achieve collective goals.
- Deadline Management:** Thrive under tight deadlines in cross-functional and multicultural teams.
- Flexibility:** Adapt to changing business needs, embracing new ideas, initiatives, and responsibilities.
- Quick Learner:** Rapidly learn new tools and technologies.
- Multitasking:** Prioritize time-sensitive requests with high-level multitasking skills.
- Communication Skills:** Exceptional written and verbal communication abilities.
- Matrix Structure Navigation:** Navigate matrix structures proficiently, fostering effective communication.
- Interpersonal Communication:** Collaborate effectively with diverse individuals across backgrounds and regions.
- Accountability:** Demonstrate reliability and accountability in achieving results.
- Team Orientation:** Maintain a goal and team-oriented mindset.
- Adaptability:** Embrace new ideas and initiatives to meet evolving business needs.
- System Proficiency:** Proficient in Microsoft Excel, Word, Outlook, PowerPoint, Adobe,

Cvent Transient, Salesforce, SynXis, and HRS.Scope/Financial ResponsibilityAlthough this position does not manage a separate cost centre, it is the responsibility of the Coordinator, Business Travel - Global Sales EMEA to manage their expenses accordingly. This person will hold a level of influence amongst existing and potential clients as well as in the managed and franchisee hotels and will act as a EMEA Sales ambassador for the company and our brands as we expand our visibility in the EMEA region.Organizational RelationshipsThe incumbent will be based in our office in India, reporting directly to the Global Sales Administrator, Business Travel EMEA and will play a key role in driving the success of our Business Travel Sales segment in the EMEA region.

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