



## **Job Description**

**Designation** : Cluster Manager

**Company Website** : [www.tlgroup.com](http://www.tlgroup.com) [www.hotelmemberships.com](http://www.hotelmemberships.com)

### **Key Responsibilities:**

1. Leadership Role to manage multiple membership operations. Each membership operation is led by a leader who manages a team of 10 to 15 people including outbound call center, multi-channel help desk, In hotel sales, customer engagement, retention and fulfilment.
2. Multi-faceted ability to manage large teams, clients, outbound, inbound sales, reporting, back end.
3. Must have call center management experience. Experience in working with hotels and travel trade will be an added advantage.
4. Organize and coordinate operations to ensure maximum efficiency.
5. Review and enhance team performance against KRAs and KPIs.
6. Assume complete responsibility of budgeting and monitoring expenses.
7. Plan and execute Direct Sales activities and member management.
8. Reporting to develop and maintain sales levels of the Programs as per agreed business plans and policies of the company.
9. Setting and meeting performance targets for efficiency, sales, quality and staff retention.
10. Monitoring sales from different channels and ensuring that all channels including telemarketing, hotel leads, direct sales, single opt-in emails, flyers, posters etc. are utilized. Also, promoting [www.hotelmemberships.com](http://www.hotelmemberships.com).
11. Ensuring proper grooming standards are maintained at the Programs.

### **Required Skill Set:**

1. 8 – 10 years of experience in the call center industry with experience in outbound sales and team handling.
2. Strong communication and presentation skills in English with an ability to interact with clients at senior levels to present program performance.
3. Should be smart, extremely confident & presentable.
4. Strong analytical skills and ability to plan new strategies.