



## **Job Description**

**Designation** : Program Manager

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

### **Key Responsibilities:**

1. Leadership role managing a team of 10 to 15 persons including outbound call center, multi-channel help desk. In hotel sales, customer engagement, retention and fulfilment.
2. Liaisoning with hotel clients and working on pre-set goals for membership enrolments and spends.
3. Monitoring enrolments and strategizing to increase the same from each channel.
4. Managing spends and costs to be aligned with budgeted plan and revenue
5. 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).
6. Ensuring proper grooming standards are maintained at the Program.

### **Desired Profile:**

1. Male/Female in the age bracket of 27 years to 37 years.
2. Smart, confident, presentable, excellent communication skills in English with a pleasing personality.
3. The individual must have at least 5 to 10 years of sales experience in luxury hotel/travel industry or high-end boutiques.
4. Good leadership and Organizational skills.
5. Ability to effectively interact with the hotel management directly.