



## Client Support Manager

Location: Manila, Philippines

Date: December 2022

### Purpose of Role

Frontline subject matter expert and advocate of the TravelerBuddy App and Web solutions - all features and functionalities. Well-informed of all client communication (engagement emails/notifications, trigger communication), pricing plan, and product roadmap. Provide support to customers' feedback and manage trip-related documents in a proactive, effective, accurate, and timely manner. Furthermore, the client support manager also acts as a client representative while assisting the TravelerBuddy Quality Assurance team.

### Accountability

- Resources Management
  - o Effective management of client's travel documents and TravelerBuddy database
  - o Manage and update Airline lists, Airline check-in URLs, Image resources, and other assets.
  - o Ensure that services and app features are working from time to time.
  - o Ensure that all the relevant documents are delivered on time and within the scope
- Itinerary Management
  - o Efficiently corrects and uploads Travel Itineraries in the TravelerBuddy MIP (TB Tool and System)
  - o Immediate fixing and escalation or recognized errors.
  - o Turn-around time within 10 – 25 minutes for VIPs (with Support from the Product Team)
- Client Feedback Management
  - o Proactively responds to client feedback.
  - o Answering immediately queries for troubleshooting
  - o Properly reports and escalate to management as needed
- Product Excellence
  - o Pro-actively uses and tests the apps regularly without notification from the Manager
  - o Contributes Ideas and Insights
- Quality Assurance Excellence
  - o Design & execution of test suites and test cases on web applications and mobile apps
  - o Functional, Exploratory, Smoke & Sanity testing on web & mobile platforms
  - o Clarifying and raising of issues raised by internal and external stakeholders
  - o Defect/Bug reporting through tracking software & defect retest/verification
  - o Reporting the results of manual testing
  - o Defect/Bug reporting through tracking software & defect retest/verification
- Regularly monitors and uploads documents to the TravelerBuddy Cloud (or Shared Drive)
- Attends regular training and workshops conducted by TravelerBuddy for product enrichment
- Share best practices with the team and mutual support
- Upholds policies and procedures of the company
- Open to shifting schedules for 24/7 client support
- Reports regularly to respective Managers

### Key Competencies

- |   |                                |
|---|--------------------------------|
| ● Passionate about Travel Industry and Technology | ● Proactive Mindset            |
| ● Hard-working                                    | ● Willingness to learn         |
| ● Dedication (Commitment to Career)               | ● Self-motivated & Disciplined |
| ● Teamwork  | ● Organized                    |
| ● Problem-solving                                 | ● Career motivation            |
|   | ● Open-Communication           |
|   | ● Trustworthiness & Ethics     |

- Performance Driven
- Accountable

**Success Factors**

- Consistent Performance for achieving and managing 100% completeness and accuracy of document management.
- Quick to resolve client feedback issues and proper escalation
- Continuous responsiveness to clients
- Contribution of Ideas and regular report of spotted errors and bug fixes
- Team-player

**Qualification & Experience**

- 3-5 years of working experience in a similar field
- Graduated from IT-related course / Tech Background / Travel-related course
- or has QA Testing Background
- or has a Client Support Background
- or has worked for the BPO and/or Travel Technology industry

**Terms**

- Work on a freelance basis with own responsibility to pay taxes and insurance
- Work 5-6 days a week for at least 9 hours per day, willing for the graveyard shift
- Singapore Legal jurisdiction in any circumstances

**Contractual Period**

- Start after shared agreement; timely unlimited
- Both parties can end the contract within two weeks

**Benefits**

- Direct Access and support from Senior Management
- Support by Team, Operations Manager, Product Manager, Area Manager, and Head Client Support
- Corporate culture of dynamic, innovative, and pragmatic 'let-us-do-it' mentality
- Learning experience both professionally and personally in a team of global key talents
- Home-office flexibility
- Option to get employed based on outstanding performance and business situation.

**About TravelerBuddy**

Developed by a team of passionate and savvy business travelers for the business and frequent leisure traveler community, TravelerBuddy redefines the concept of a genuinely hassle-free experience by addressing overlooked, common and gratuitous inconveniences. The App's user-centric features will eliminate a large part of travel angst and bring joy back into traveling. The vision of (almost) paperless traveling becomes reality.