

# Swiss International

## HOTELS & RESORTS

<b>Job Title:</b>	<b>Distribution Manager</b>	<b>Job Category:</b>	Middle Management
<b>Department/Group:</b>	Commercial	<b>Reporting to:</b>	Director of Operations & Commerce
<b>Location:</b>	TBA	<b>Travel:</b>	Limited
<b>Level/Salary Range:</b>	Mid-management	<b>Position Type:</b>	Full-time
<b>HR Contact:</b>	HR, Training & QA Manager	<b>Date posted:</b>	May, 2023
<b>Training of Applicant(s):</b>	On the Job	<b>Post Expires:</b>	July 31, 2023

### Job Description

The Distribution Manager is responsible for organizing, coordinating, and keeping track of all Distribution Services initiatives undertaken at all Swiss International hotels. There are to be executed according to the License formula of Swiss International and to its applicable SOPs, the Swiss International's Values, Mission and Vision.

This includes the correct usage of SWISS-PMS, SWISS-REZ, SWISS-REV, SWISS-RATES and STR Reporting.

The Distribution Manager will also coach and support the clients of Swiss International to achieving optimal performance of their distribution products.

#### Responsibilities:

- To organize, coordinate all Distribution processes and support activities to the clients of Swiss International.
- To implement and organize the complete usage of the distribution products and systems and its relevant interfaces.
- Work with the hotel management team members in achieving their optimal BPI (Brand Performance Impact) as required by Swiss International.
- To manage, monitor and coach the hotel management team members to enhance and achieve efficient processes with Swiss International's property management system (SWISS-PMS).
- To manage, monitor and coach the hotel management team members to enhance and achieve efficient processes with Swiss International's revenue management system (SWISS-REV).
- To manage, monitor and coach the hotel management team members to enhance and achieve efficient processes with Swiss International's rate shopping tool (SWISS-RATES).
- To manage, monitor and coach the hotel management team members to enhance and achieve optimal revenue performance on Swiss International's website (SWISS-WEB).
- To encourage and promote optimal usage of the loyalty programs (Swiss Select & SWISS-DARLING) as part of the distribution channel of Swiss International.
- To research, contract new third-party distribution partners directly connected to SWISS-REZ.
- Manage the relations with third party OTAs (Online Travel Agency), Wholesalers and Consortia.
- To ascertain the smartest usage of SWISS-REZ and all possible commercial opportunities to ensure the highest performance of business via the systems for the hotels.
- Performing and monitoring the revenue management and yielding (SWISS-REV) opportunities to the hotels.
- To assist with relevant branding initiatives for the distribution systems while maintaining the standards as specified in the manual.
- To organize monthly Distribution departmental report. Content to be agreed.

#### Knowledge, Skills and Abilities:

- Bachelor's degree in business administration or Hotel Management.
- Minimum 1 year of experience in a similar role or in a senior role in the hospitality industry.
- Strong understanding of distribution within the hospitality market.
- Verified analytical and abstract reasoning skills, plus excellent organization skills.
- Strong network of connections is an asset.
- Confirmed experience in building relationships and rapport.
- Very good sense of business.

- Demonstrated leadership ability, team management, and interpersonal skills.
- Excellent written and oral communication skills in English. Any other language will be an asset.
- Minimum 5 years of experience in a similar senior role

**Key working relationships:**

- Area Managers/ Directors
- Hotel (General) Managers
- Commercial and Revenue Managers
- Guest Services Managers
- Business Support Managers (Financial Controllers)
- Swiss International Supply Partners (STAAH, BusyRooms and IDS Next for PMS)
- President & CEO
- Chief Finances & Legal
- Director of Operations and Commerce
- Group Financial Controller
- Group HR, Training & QA Manager

Reviewed By:		Date:	
Approved By:		Date:	