JOB DESIGNATION

TITLE: Coordinator SkyTeam Corporate Agreements
AREA: B2B
BASED IN: SkyTeam Office - Amsterdam
DIVISION: Commercial Synergies

ABOUT SKYTEAM

SkyTeam is one of the world’s three largest airline alliances, providing customers from member airlines access to an extensive global network with more destinations, more frequencies and more connectivity. The SkyTeam Alliance network has more than 16,000 daily flights and 1,057 destinations over nearly 180 countries. Our 20 SkyTeam member airlines make it possible for customers to travel the world in a better way. Whether making a personal journey or doing global business, customers enjoy more flexibility, convenience and choices along their journey with SkyTeam. We’re working together so we can focus more on “caring about you”.

Our world-class airline alliance members cover almost every corner of the globe, and we are the biggest airline alliance in Greater China. The benefits of flying with our member airlines include access to SkyPriority, the industry-leading, alliance-wide, red carpet treatment with priority airport services for our top customers, exclusive lounges and frequent flyer programs.

From the centralized office in Amsterdam Airport Schiphol, SkyTeam’s core management team focuses on alliance business to enhance existing benefits as well as develop new benefits for customers. Some of the functions handled by the central organization include: marketing, sales, airport synergies and transfer product, cargo, advertising and brand, alliance operations, finance, corporate communications and IT.

POSITION WITHIN THE ORGANISATION

The selected individual will report to the Program Director SkyTeam Corporate Agreements.
PURPOSE OF THE JOB / ASSIGNMENT:

The Commercial B2B department is responsible for the coordination of the SkyTeam Corporate Agreements (SCAs) contracting process between the member airlines in accordance with competition law. Its purpose is to expand the current portfolio with new corporate accounts bringing additional revenue to the member airlines.

The Commercial Coordinator SCAs assists the Commercial department and Account Teams in the contracting process of SCAs and keep the corporate accounts loyal to the Alliance.

The aim is to also ease the B2B department day-to-day back office and indoor activities related to the SCA contracting process, data crunching and preparation of adhoc reports, documents and PowerPoint presentations mainly. This area will not be limited to that and will include more back office work and preparation, e.g. coordination of airline network and product updates.

KEY RESULT AREAS / RESPONSIBILITIES:

Coordinate, execute and complete the SCA contracting process and (legal) documents

Collect and analyse all relevant information related to the SkyTeam corporate account and the market and make this available in a commercial proposition to the SkyTeam corporate account. This includes:

- Report and analyse PRISM data of the client or prospect to support the Program Director in the coordination and in the making of a SkyTeam proposal.
Create an integrated proposal document with different relevant information of all participating airlines.

Support the Lead Airline with the SCA templates for LOA and DRA.

Create a SkyTeam Corporate Agreement document with the legal, commercial agreement and the ticketing instructions of the participating airlines (travel agents, tracking codes).

Create an Amendment document with the legal, commercial adjustments.

Coordinate and monitor the Adobe Sign e-signature process with all participating airlines and of all other partner airlines involved in the SCA.

Create, if needed, fare grid overviews with information about the contract of last year, the present maximum discounts percentages and the present fare structure.

Advice the Program Director, based on wishes of the corporate account and/or Lead Airline, which possibilities are available to monitor the performances based on PRISM data of the SkyTeam corporate account as good as possible.

Monitor a timely and rightful availability of fares in booking systems by the participating airlines to enable monitoring of the performances of the SkyTeam corporate account. This includes:

- Print and send the Agreement to the SkyTeam corporate account after all parties have signed and/or send the Agreement in PDF to the SkyTeam Corporate Account through Adobe Sign.
- Monitor the sending of the ticketing instructions to the SkyTeam corporate account and/or travel agents by the participating airlines included in the contract.
- Make sure that all internal SCA data sources are updated with the details of the SkyTeam corporate account and the Agreement.

**Contract management**

Follow the developments of the SkyTeam corporate account in the course of the Agreement to ensure that the commercial objectives of the contract are met. This includes:

- Follow the financial progress of the customer with respect to the contract objectives through PRISM standard analyses of revenue figures, signalling of deviations, sort out and discuss possible explanations with the Lead Airline and participating airlines.
- Solve differences in the SkyTeam reporting between SkyTeam and the data of the SkyTeam member airlines.

Prepare presentations and information for SkyTeam corporate accounts about SkyTeam products & services. This includes:

- Prepare presentations to SkyTeam corporate accounts and member airlines.
- Promote SkyTeam Corporate Customer Benefits to the SkyTeam corporate accounts and member airlines.
- Accompany the Program Director on his visit to the SkyTeam corporate account or member airline(s) to discuss the aspects related to the SkyTeam Corporate Agreement.
Other
- Provide general support to the sales team in the B2T (e.g. M&O, Global Meetings) and B2C (e.g. RTW) areas as needed and in coordination with the Program Director – SkyTeam Corporate Agreements and the Senior Manager – Commercial Development.
- Participates in projects within own specialism to improve processes, tools and the relationship with member airlines.

REQUIRED KNOWLEDGE / EXPERIENCE
- Bachelor degree in business or equivalent work experience.
- Excellent written and spoken English.
- At least 2-4 years of experience in Sales environment within the airline industry.
- Familiarity with global contracting processes.
- Knowledge of corporate sales and global customers as well as the Guidelines on alliance and global contracts.
- Knowledge and experience working with competition law.
- Experience working in a multi-cultural environment.
- Project management knowledge and experience.
- Ability to travel (can be up to 30% of the time).

DESIRED EXPERIENCE
- Familiarity with Microsoft office, PRISM and PRISM reporting
- Some familiarity with Adobe and Adobe Sign

COMPETENCIES:

Business Maturity and Team work:
- Result driven Customer focus.
- Strong analytical, technical and presentation skills
- Diplomacy: ability to build and maintain positive relationships.
- Organizational skills: overview and keep track, ability to coordinate projects with manifold deadlines.
- Pro-active problem solving capability.
- Cultural sensitivity: ability to work in a multi-cultural environment and to build and maintain valuable (sustainable) relationships.

Quality Decision Making
- Attention to detail in combination with
  - Conceptual, visual and verbal interpretation.

Affinity with SkyTeam values
- Team work
- Efficiency/Effectiveness
- Respect
- Objectivity and neutrality
MAIN INTERFACES/KEY CONTACTS:

- VP Marketing & Commercial Synergies
- Program Director – Corporate Accounts
- Program Manager – Corporate Accounts
- GCPT Members
- Airline representatives
- Consultants
- Vendors

Responsibilities and tasks of the position are not limited to the above mentioned, and deviations can occur at any point in time as the position evolves and in concert with the Vice President – Marketing & Commercial Synergies.