

<b>Job Title: Business Development Coordinator (BDC)</b>			<b>Region</b> Asia Pacific
<b>Dept.</b> Business Development			<b>Written By</b> Fenady Uriarte
<b>Date Created</b> 10 March 2016	<b>Review Date</b>	<b>Reviewed By</b>	
<b>Position in Organisation</b> <ul style="list-style-type: none"> <li>• <b>Reports To:</b> Business Development Manager – SEA</li> <li>• <b>Directly Supervises:</b> None</li> <li>• <b>Indirectly Supervises:</b> None</li> </ul>			
<b>Main Purpose of Job</b> Provide necessary administrative support for any Business Development tasks such as leads management and new leads development. The role is crucial to business development team to achieve sales and data targets.			

### Key Responsibilities and Accountabilities

<b>1.1 Administrative Support</b>
<ul style="list-style-type: none"> <li>• Provide necessary administrative support for any Business Development tasks such as: preparing quotations, generating reports for presentations, coordinating webinars or any events organized by the company</li> <li>• Assist to monitor the recruitment tracker for prioritized BD recruitment efforts</li> <li>• Assist in enrolment process for new hotel partners</li> <li>• Assist in handover of successful enrolments of new accounts to account management team</li> <li>• Assist to monitor expiring corporate contracts and ensure timely renewals while upselling reports to existing clients</li> </ul>
<b>1.2 Research</b>
<ul style="list-style-type: none"> <li>• Identify potential influencers, decision makers and users of reports for prospective companies or organizations</li> <li>• Research new independent properties to be added in census</li> </ul>
<b>1.3 Management of customer account data</b>
<ul style="list-style-type: none"> <li>• Ensure all customer contacts are updated and new leads are recorded in Sales Force</li> </ul>
<b>1.4 Commit to being an active member of the team and to on-going personnel and professional development</b>
<ul style="list-style-type: none"> <li>• Keep up to date with market developments in the industry</li> <li>• Attend training and actively seek to continually enhance understanding of STR Globals products and value proposition</li> <li>• Attend marketing events, team meetings, kick off meetings and functions as required</li> <li>• Adhere to all STR Global processes and policies and maintain customer confidentiality</li> <li>• Ensure STR Global brand and corporate values are evident to the customer at all times</li> <li>• Understand and adhere to the STR Global vision and our values</li> </ul>

This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

## Job Description – Job Title

### Core Competencies

Competency	Knowledge
<b>Industry Knowledge</b>	Understanding of the hospitality and tourism industry.
<b>Technical Expertise</b>	Proficient with Microsoft Outlook and MS Office. Trainable for Salesforce and STR Global internal databases and applications that can be utilised for data input and chasing.
<b>Customer Focus</b>	Consistently focused on delivering an excellent customer service experience
<b>People Skills</b>	Good communications skills, written and oral. Tenacious and able to interact effectively with people at all levels in an organisation including senior hotel executives. Works effectively as part of a team and has a genuine desire to assist your colleagues.
<b>Adaptability</b>	Tenacious and positive attitude. Willingness to learn and proactive. Responds positively to change in workload or schedule.
<b>Delivers Results</b>	Independent and works effectively. Mindful of the company's core philosophy of data confidentiality and accuracy. Able to prioritize tasks.

### Specific Job Competencies

Competency	Expectation
<b>Language Skills</b>	Fluent in English, written and oral.
<b>Administration</b>	Ability to handle high volume of emails and BD tasks
<b>Office/Desk based</b>	This role is based in Singapore office
<b>Permanent</b>	This role is permanent with three (3) months probationary period