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| --- | --- |
| **Classification:** | Exempt |
| **Position type:** | Assistant Manager, Global Gift Card Programme |
| **Hours/Travel:** | Core hours as set by the office/travel as needed |
| **Reports to:** | Director, Guest Engagement |
| **Location:** | Regional Sales Office, New York |
| **Date:** | June 2018 |

**Summary:**

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| The Global Gift Card Programme provides functional expertise, support and oversight regarding the sale and redemption of Mandarin Oriental Gift Cards worldwide.The Assistant Manager, Global Gift Card Programme is responsible for executing the Gift Card marketing plan, reporting & forecasting, and is the project manager of Global Gift Card Programme operations. This role reports to the Director, Guest Engagement.  |

**Essential Functions:**

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| * Execute Gift Card marketing plan
	+ Working with Director, Guest Engagement, provide creative input on developing the annual marketing plan
	+ Reviewing prior year results, optimize gift card channel distribution (hotel, on-line and bulk)
	+ Create strategy and develop best practice communications for holiday marketing
	+ Design EDMs (copy, images)
	+ Liaise with internal eMarketing, CRM, Social Media and Advertising teams to execute marketing plan and ensure deadlines are met
	+ Manage Gift Card marketing budget
* Reporting & forecasting
	+ Conduct on-going analysis of sales, reviewing results with individual hotels to set goals and monitor goal achievement
	+ Based on prior results, forecast sales for annual budget and periodic reforecasts
	+ Produce monthly Gift Card reports and continuously analyze results to make recommendations to improve business across all channels
* Project manager of Global Gift Card Programme operations
	+ Liaise with Gift Card vendors and internal digital team on gift card website updates

and other special projects* + Respond to customer service inquiries from guests and hotels and make business decision on resolution
	+ Process manual Gift Card transactions for hotels
	+ Administer bulk sales orders
	+ Manage Gift Card inventory and packaging reorders
	+ Update standard operating procedures and training documents as necessary
	+ Maintain Gift Card training materials for new hotels and colleagues
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**Competencies:**

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| * Proficient in Microsoft Office tools
* Strong command of Microsoft Excel, pivot tables, charts and statistics
* Internet savvy (knowledgeable of various online tools & resources)
* Detail oriented and capable of focusing on quality and organization
* Ability to prioritize, perform multiple duties and track projects
* Excellent written, verbal and interpersonal skills
* Ability to meet deadlines and work well under pressure
* Arrives at work on time, follows instructions, responds to management direction and solicits feedback to improve performance
* Adapts to changes in the work environment, can manage competing demands and is able to deal with frequent change, delays or unexpected events
* Takes initiative on new challenges and seeks solutions
* Exhibits a professional and positive attitude to clients and colleagues
* Maintains confidentiality on sensitive tasks
* Enthusiastic and motivated and willing to go above and beyond when needed
* Maintains a professional appearance
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**Supervisory Responsibilities:**

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| * None
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**Education and Experience:**

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| * 2-5 years professional office experience
* Bachelor’s degree
* Hospitality or luxury experience preferred
* Appreciation for luxury products and service
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**Work Environment, Physical/Visual Acuity Requirements:**

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| * This position is not substantially exposed to adverse environmental conditions; this is a typical office/administrative position.
* This position requires close visual acuity to perform activities such as preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
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**Physical Activity (constantly, frequently, occasionally, rare):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Physical Activity** | **Frequency** |  | **Physical Activity** | **Frequency** |
| Climbing | Rare |  | Pushing | Occasionally |
| Balancing | Rare |  | Pulling | Occasionally |
| Stooping | Occasionally  |  | Lifting | Occasionally |
| Kneeling | Occasionally |  | Fingering | Constantly |
| Crouching | Occasionally |  | Grasping | Occasionally |
| Crawling | Rare |  | Feeling | Occasionally |
| Reaching | Occasionally  |  | Talking | Constantly |
| Standing | Frequently |  | Hearing | Constantly |
| Walking | Frequently |  | Repetitive Motion | Constantly |

**Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**Signatures:**

The colleague signature below constitutes the colleague’s understanding of the requirements, essential functions and duties of the position.

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| --- | --- | --- |
|  |  |  |
| **Colleague signature** | **Print Name** | **Date** |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **Supervisor Signature** | **Print Name** | **Title** | **Date** |

**Equal Employer Opportunity statement:**

Mandarin Oriental Hotel Group provides equal employment opportunities (EEO) to all colleagues and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Mandarin Oriental Hotel Group complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

Mandarin Oriental Hotel Group expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Mandarin Oriental Hotel Group’s colleagues to perform their job duties may result in discipline up to and including discharge.