Job Description
Corporate Revenue Analytics Manager

Position Title:
Corporate Revenue Analytics Manager

Main Function:
Responsible to assist the Regional Vice Presidents of Revenue by providing data-driven performance insights on revenue management metrics including, but not limited to, market share performance, pricing effectiveness, booking pace by segment, market segmentation, Banquet & Catering, and property deep dive analytics.
This person will also produce the monthly and quarterly Revenue reports for senior management & stakeholders.

Reports To:
Regional Vice President of Revenue Strategy

Main Tasks and Responsibilities:

- Develop a monthly & quarterly Revenue KPI reporting focused on performance analysis, trends, and key trends for rooms & catering to be shared with senior management.
- This analysis will include, but not limited to, market share performance, pricing effectiveness, booking pace by segment, market segmentation, and source markets.
- Support VP Revenue Strategy in establishing tools, analysis, strategies, and business cases for new revenue streams (Banquet & Catering in 2023, F&B Outlets, & Spa for 2024 and beyond).
- Support VP Revenue Strategy in annual planning guidance to hotels on RevPAR growth, market trends, five-year plans, and BSC targets for hotel teams.
- Support the VP's Revenue in putting together analysis packet for deep dive visits for key hotels, new products, and projects.
- Supports the VP's Revenue with analysis of global campaigns and packages to determine need for changes or additions.
- Supports the VP's Revenue in IDeaS G3 functionality including usage, effectiveness analysis, and forecast validation.
- Support the CCO and VP Revenues in providing analytical support for ad hoc requests as required
- Analyze data and results to assist VP's Revenue in choosing the best solution and solving problems
- Manages data to develop recurring or one-time reports
- Generates and provides accurate and timely results in the form of reports, presentations, etc.
- Monitor, evaluate and contribute to business insight tracking.
- Contributes knowledge to fill in the "analysis gaps" for prolonged Revenue Management absences at hotels if needed.
- Take on projects as needed.

Expected Contributions:

This is an evolving document and can be changed at any time depending on the demands of the business

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- Demonstrated ability in handling large data sets and databases
- Demonstrated ability to present data using visualization, metrics, and reports to support data-driven decisions
- Good analytical, critical thinking and problem-solving ability, with experience in solving "real-life" business problems
- Ability to take large volumes of complex information and present it a clear, concise, and complete manner which facilitates executive decision making
- Excellent organizational and time management skills and proven ability to handle multi-task assignments
- Strong communication skills, written and oral communication skills, as well as public speaking
- Project management experience preferred or can allocate time and resources effectively when faced with competing demands and deals with change effectively.
- Able to expand knowledge through self-paced learning and acts independently to improve and increase skills and knowledge.
- Addresses tasks, conflict, or problems in a timely manner.
- Overcomes obstacles to accomplish challenging objectives.
- Approaches work with a sense of urgency and purpose.
- Performs all technical/procedural requirements of the job.
- Demonstrates commitment to Mandarin Oriental principles, philosophies, and adheres to all standards, policies, and procedures.
- Ability to travel if needed although it is not an essential requirement

Experience/Education:
- Hotel experience and/or knowledge preferred
- Revenue management experience preferred
- Successfully held a Revenue Manager or Director of Revenue Management position for at least 2 years in a hotel <u>OR</u> minimum 3 years' experience in a quantitative discipline (finance, computer science, operations research, economics, mathematics, statistics, etc.)

Skills and Knowledge:
- Extremely detail oriented and focused
- Strong Deductive Analysis (Interpreting numeric information within the context of business problems) & Inferential Analysis (Using trends and analysis to predict or project beyond presented information) skills.
- Advanced Microsoft Excel skills including querying and manipulation of large quantities of data using applications such as MS Excel & Tableau (pivot tables, modeling, etc.) and proficiency in Microsoft Office products (Word, PowerPoint, etc.)
- Language Requirements: proficiency in English is required (speaking, reading, and writing)