



# Program Manager

## Main responsibilities

CWT is looking for a talented **Program Manager**

- Creation and implementation of customer development plans
- Advising customers in all areas of travel management
- Establish a successful, trustworthy and profitable cooperation with our customers
- Promote the customer relationship to ensure a continuous flow of information and maximum customer satisfaction with the focus on the growth and profitability targets
- Identification of the benefits of our services for the business travel management of our customers
- Further development of customers by identifying opportunities and potentials
- Proactive control and monitoring of service quality, customer satisfaction and escalations within the framework of joint cooperation

## Qualifications

*All information is required unless stated otherwise.*

*If not required but preferred, state that it is 'preferred'*

### Experience & education:

- Several years of professional experience in business travel, preferably in a customer oriented environment
- Good understanding of the business travel industry in particular of the processes and business models
- Good understanding of analysis, statistics and financial relationships
- Sales affinity and a high level of customer orientation
- Languages: fluent in French, a B2 minimum level in English and German skills would be an advantage
- Computer skills: Savvy use of PC applications (PowerPoint, Word, Excel, Outlook)
- Experience in handling mobile apps and online business tools
- Good written and verbal expressiveness
- Good and safe negotiation skills
- Working independently and proactively with a high self-discipline and motivation, persistence and perseverance

Start date: April 1<sup>st</sup> (to be discussed)

Location: Nyon

Please send us your application directly on

[careers.carlsonwagonlit.com](https://careers.carlsonwagonlit.com)

If you need more information please contact Mrs Lia-Vanessa Laros at

[lvclaros@carlsonwagonlit.de](mailto:lvclaros@carlsonwagonlit.de)



*CWT is an equal opportunity employer and welcomes the applications of all qualified candidates, irrespective of their racial or ethnic origin, opinions or beliefs, gender, sexual orientation, health or disabilities.*

*For more information please visit the talent acquisition official page on Buzz or reach out to a talent acquisition consultant*