

**JOB TITLE: Revenue Services and Member Support Specialist**

**Location: Istanbul, Turkey**

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Revenue Services and Member Support Specialist is responsible for assisting the hoteliers by providing operational and system support; performing routine but varied duties, with key responsibility to manage and distribute information in the office as well as assisting regular report preparing, office supply maintaining, bank transactions posting, mail processing, delivery, and shipping and receiving activities. Revenue Services and Member Support Specialist contributes to team effort by performing special projects and assignments as directed by management.

### **Essential Job Functions**

- Supports management in achieving optimum member care by providing operational support
- Resolves routine problems complies data for reports and checks documents for accuracy.
- Contribute information to the country level Brand Portal, viewed by hotels staff, ensuring that the content is up to date, appealing, relevant and reviewed on a regular basis.
- Ensure all hotel information and images are kept up to date and relevant throughout all Brand Channels, assist with the system build of new properties, where all accurate information must be sourced and then confirmed.
- Compiles data from a number of sources. Revises and edits simple routine reports. Creates spreadsheets. May prepare reports, basic statistical and budgetary information and develop simple charts, graphs, and tables.
- Communicate, by whatever method deemed most suitable, all important and relative information to members.
- Supports office team in one or more of the following areas: Report preparation, document translation, filing, receipt, distribution and processing of mail; reprographics; courier/delivery services; receipt, routing, distribution and confirmation/tracking of materials.
- Provides courier assistance by delivering materials (supplies, files, mail, boxes, etc.) to and from Company facilities, off-site storage locations and other

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locations. Meets delivery schedules by maintaining a consistent time schedule for daily deliveries.

- Provides shipping and receiving assistance by verifying shipments, assembling, routing and distributing requested materials and maintaining physical inventory of stock items.
- Meets departmental workplace and safety standards by maintaining a clean and organized work area and/or vehicle.
- Maintains accurate inventory records of all materials held on- and off-site.
- Contributes to team effort by performing special projects and assignments as directed by management.
- Maintain, prepare and distribute weekly meeting agendas.
- Track social media such as facebook, twitter, Instagram and prepare related reports weekly.

## **Essential Job Requirements**

- Minimum 1 to 2 years' experience in position or specialization. Hotel and/or administration experience preferred.
- Proficiency in MS Office Products, (Excel, Word and PowerPoint)
- Excellent verbal and written communication skills
- Familiar with general office procedures including operation of common office equipment
- Fluent in English language, writing and speaking
- University degree
- Team player but with the ability to work on one's own initiative
- Strong organisational skills with attention to detail
- Demonstrate problem solving skills
- Good general knowledge of the Hotel Industry
- Strong communicator with the ability to quickly build relationships with all existing and new hoteliers