

# Account Manager Job Specification

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## Arvoia | About Us

Arvoia are an AI company focused on the hospitality technology industry. Having brought AI to other sectors in travel such as car rental we are already underway to becoming the most important technology provider to the hospitality sector. The hotel industry is facing some stiff headwinds in terms of a change in demand profiles and volumes, competition from Airbnb, over-reliance on OTAs, staff shortages and critically a lack of real innovation in the digital customer journey for consumers. The Arvoia hotel AI platform completely reframes the digital customer journey. We enhance revenues, engage the guest, eliminate costs and outdated digital practices and drive real automated efficiency across the consumer booking journey. Importantly we achieve all this without any tech investment from the hotel and irrespective of the existing tech stack through a simple integration.

So in short Arvoia's platform is a single, elevating technology layer that uses AI and machine learning to understand customer behaviour and transform the existing, fragmented Hotel digital journey into a unified, curated and frictionless booking experience - resulting in dramatic proven increases in direct customers, revenue, engagement and efficiency.

Our technology, our team and our products are gaining global acclaim for our innovation and approach. Every new team member is carefully selected to ensure not only that Arvoia will continue to disrupt the travel industry but that each individual has a clear path to grow and develop within the role.

At Arvoia we believe in an environment where we respect the intrinsic worth of individuals, where people have the courage to do the right thing, and have the support to make a positive impact on our customers and each other.

These core values permeate every aspect of our company and decision making; we are looking for talented individuals who embody these values in their behaviour.

## Account Manager | Job Description

This role will be the champion of the Arvoia AI platform across our client hotels and booking engine partners. You will also be the voice of the customer within Arvoia. This role reports to the Chief Revenue Officer in Arvoia.

Account Manager responsibilities within Arvoia:

- Lead all performance reviews and product updates with the clients
- Ensuring you build robust, meaningful, respectful relationships with our hotel clients and booking engine partners
- Ensuring at all times that your client base are fully conversant and aware of the Arvoia platform value
- Ensuring that you listen attentively to the customer pain points and where the Arvoia suite of services and AI products can be deployed to alleviate these issues for the client
- Where applicable lead the contractual process

Arvoia operate in a fully remote working environment but offer a number of collaboration spaces in Killarney, Co. Kerry and Dublin. On occasion there may be a need to travel to Dublin or Killarney for face to face meetings but this is not envisioned to be more than once every two months for internal engagements. As a client account manager travel will be expected to support your ongoing relationships with your key hotels and booking engines.

## Account Manager | Skills & Experience

The role requires confident and capable communication at executive, management and business user levels - the ability to relate at all levels is key to success. This skill will be complemented by essential working knowledge gained from within the international hospitality industry, **please note this is mandatory** and may include information technology, business management and/or system implementation skills.

Other experience that will enhance the role would be project management, program management and a demonstrable grasp of the fundamentals of account management.

Key skills & experience:

- **Mandatory: Minimum 5years experience in hospitality technology**
- Hospitality Management experience in a business position is preferred
- A degree level qualification in Hospitality Management and/or Technology whilst interesting is far outweighed by real world experience
- Language skills are a desirable element to support global client engagement
- Ability and willingness to travel

## Account Manager | Personal Qualities

- **Outstanding Communication skills.** Your mission is to get out a clear message about the value of the product to executives, and management teams. The success of the solution heavily depends on your ability to effectively communicate the impact our product can have on our clients business.
- **Strong Multi-Tasker.** Ability to participate in multiple activities simultaneously and manage a wide variety of tasks with priorities and goals is essential.
- **Strong customer focus.** The Product Manager will look at the solution from the perspective of its value for users and makes better customer experience a top priority.
- **Business acumen.** Successful products not only satisfy our customers but also generate revenue for Arvoia. The Account Manager will be able to handle negotiations and engagement on the expansion of AI services for every client aligned with our YoY growth targets
- **Attention to Detail.** Performance reviews with clients are data driven conversations focus on expressing the value we provide in metrics they understand. We provide insights into their guests behaviours and recommendations based on the findings from our team which you represent to the client. This is data intensive content and attention to detail is critical in all engagements.
- **Strategic thinking.** An ability to look across different client to see the big picture in the industry, anticipate customer needs and support any feedback into our product teams with data points.
- **Enthusiasm and resilience.** The Account Manager must be enthusiastic about our solutions and transmits this enthusiasm to other people. When things do not go as planned, they should display resilience to keep moving forward with both a positive outlook and direction for our clients.

### **Account Manager | Salary / Reward**

This position attracts a competitive salary with further reward linked to account growth, an attractive and open working environment and opportunities for career development and growth.

### **To Apply**

To apply, please send your CV and cover letter to [careers@arvoia.com](mailto:careers@arvoia.com)