

## Vendor Manager

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Company: TravelPerk

Location: Spain

Category: arts-design-entertainment-sports-and-media

### What you will do:

#### **Regional Vendor Relationship Management:**

**Serve as the primary point of contact for vendors within your assigned region fostering positive relationships and ensuring mutual success**  
**Address and resolve vendor-related issues or escalations within your region to maintain high satisfaction levels**  
**Operational Performance Management: Monitor and regularly analyze vendor performance metrics and KPIs within your region collaborating with vendors to improve operational efficiency and service quality**  
**Develop action plans to address performance gaps and drive continuous improvement initiatives within your region**  
**Lead regular vendor meetings and performance reviews to ensure alignment with TKs objectives**  
**Contract Management: Support the negotiation and renewal of contracts with vendors within your region ensuring compliance with contractual agreements and service level commitments**  
**Regional Vendor Onboarding: Assist in the onboarding process for new vendors within your region ensuring a smooth transition from RFPs to implementation and coordination with internal stakeholders**  
**Process Alignment: Work with vendors to ensure adherence to standard operating procedures SOPs and performance frameworks within your region driving the implementation of best practices for consistency across regional operations**

### What you need:

**Extensive experience as a vendor manager in a multilanguage Customer care environment**  
**Experience in the travel industry preferably working in TMCs but open to**

all travel backgrounds  
Exceptional written and verbal communication skills in English  
any other language is a plus  
Experience in managing global contact center  
business BPO management experience is preferred  
Experience with managing contact center metrics and systems  
Experience leading and developing outsourced vendors

### Our Benefits

A competitive compensation package including equity in TravelPerk; Generous vacation days so you can rest and recharge; Health perks such as private healthcare or gym allowance depending on your location; Unforgettable TravelPerk events; A mental health support tool for your wellbeing; Exponential growth and personal development opportunities  
VolunteerPerk 16 paid hours per year to volunteer for a cause of your choice  
Work from anywhere in the world allowance of 20 working days per year  
English or Spanish Lessons are held in the Barcelona office

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