

(Junior) Product Manager Hospitality

About ASSIST34 – we believe in people

We are a professional tourism services company with decades of senior-level experience from the travel industry. Assist34 is a company formed to support multi-national tourism companies worldwide to grow in a highly competitive global travel market. Our job is to ensure that our clients; tourism companies have the best back and mid-office services secured with a highly cost-efficient and qualitative setup combined with specialised management advisory services.

We have built the organisation with a human-centric approach where we constantly develop our skillsets to stay ahead of the industry and lead development. Our role is to enable our clients to focus on their core business, whether managing hotels, running a multi-destination management company or a full-service tour operator.

Assist34 services are focused on four main pillars.

- Service Center Tourism
 - o Multi-Lingual service center
 - o Operations Services
 - o Flights Service
 - o Customer Services
- Product services
 - o Data Analysis and verification
 - o Data Loading
- Digital Commercialisation
 - o Ecommerce management
 - o Revenue and yield management
 - o Website production and management
 - o Social media management
- Management consultancy
 - o Financial strategies and controlling
 - o Business plan consultancy
 - o Management information systems (MIS)
 - o Board and management advisory

About the job – make the difference

Work with us in our centrally located Istanbul offices to serve our multi-national clients in their digital commercialisation. This position is designated to support the hospitality industry team of A34 and our hotel clients. The team's mission is to ensure our client's systems are implemented according to standard processes and that each system user works according to defined rules. You will work closely with our solution provider PMA Partner, and our clients worldwide with a strong focus on data accuracy and best-in-class implementation.

Key Responsibilities

Be part of the hospitality systems consultancy team and contribute to the product roadmap based on an understanding of the hospitality industry, insights about our customers, and input from internal and external stakeholders.

- Support the implementation of standards and continuous development of standard processes.
- Support setup and configuration of PMS, POS, CRS and other hotel applications.
- Analyse existing processes and systematically identify optimization potentials, especially regarding automation and efficiency and create project improvement reports.
- Support a smooth and successful client integration from both technical and processual perspectives.
- Support all post-installation activities, including product training and technical support.
- Perform user acceptance testing and build standard reports.
- Stay up to date on the latest process and IT advancements to automate and modernize operational tools.
- Preparation of training documents and execution of training for business users.
- Documentation of processes.

Requirements

- Experienced in hospitality systems, preferably from “front office” or “F&B” departments.
- Good command of English, both oral and written.
- Experience with Microsoft products such as Office365.
- Customer-oriented and confident appearance, as well as excellent communication skills
- Ability to work in a team, consulting and social skills, flexibility, initiative and assertiveness.
- Reliable way of working with a focus on details.

About our offer – why joining us

- Fair and competitive remuneration for your contribution on transforming the tourism industry
- Working in a global tourism-tech start-up with young and passionate colleagues
- We are looking for intercultural cooperation and offer the opportunity to work on international projects
- Flat company structure with the ability to take quick decisions and the possibility to be part of the companies' success
- Modern and comfortable office space in the centre of Istanbul

Apply now and fasten your seatbelt! We are looking forward to hearing from you.

joinus@assist34.com and send your application today!