



Position Title: Market Coordinator
Department: Expedia Partner Services Group Asia Pacific
Reports to: Market Manager
Location: India - Gurgaon

Company Background

Expedia is the largest online travel agency in the world and the third largest travel company in the world. Expedia owns and operates a diversified portfolio of leading online travel businesses in North America, Europe, and Asia, which includes popular brands such as Expedia, Hotels.com, Hotwire.com, and TripAdvisor.

Expedia Asia Pacific

Expedia is investing significantly to develop its activities in the Asia Pacific region. Expedia Australia started in January 2003 and Expedia.com.au was launched in December 2005. Expedia Hong Kong started in 2003 and in July 2004 Expedia entered China through its investment in eLong.com, a leading online travel company in China. eLong completed its NASDAQ IPO in November 2004, following which Expedia increased its investment to give it a controlling interest in the company. Expedia Japan launched in November 2006 and in June 2007 Expedia opened its operation in India with offices in Mumbai and Delhi. The regional headquarters for Expedia Asia Pacific is located in Hong Kong.

Purpose of the Role

The objective of the Market Coordinator role is to maximize revenues for assigned geographic territories by supporting a group of Market Managers.

Key Areas of Responsibility

- Grow net revenue in the market by providing support to a small group of Market Managers.
- Complete Rate shops as assigned, analyze weekly rate shop reports and execute required strategies as requested.
- Implement room restrictions including minimum stay, no arrival, no departure, stop-sell, re-open, add or reduce inventory as requested.
- Replenish inventory including base and additional allocation as requested to exceed demand throughout markets, striving for the desired market penetration.
- Communicate to Market Managers if exclusive rates and additional inventory received warrant a special promotion or page placement.
- Initiate and complete contract loading process as requested.
- Establish and maintain supplier and internal relationships.
- Train Hotel Partners on the proper use of available tools and send out new hotel information packets.
- Follow up with new hotels and content team to ensure information site completion.
- Assist the Group/Accounting Department with reconciliation issues.
- Complete all assigned projects adhering to timelines and meeting all deadlines.

Skills and Experience

- Minimum of 1-2 years experience in the travel industry or the hospitality industry.
- Strong analytical and organization skills.
- Team player.
- Strong interpersonal and communication skills.
- Able to work and thrive in a multi-tasked, fast paced environment.
- Professional work ethic.
- High proficiency in MS Office tools (i.e. Word, Excel, Powerpoint, Outlook).
- Working knowledge of revenue/account management (desirable).
- University Degree in Hotel Management (desirable).