

Revenue Analyst

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Company: Marriott Vacations Worldwide

Location: Sibu

Category: business-and-financial-operations

Descripción del empleo

Are you ready to grow your dream career while making others' vacation dreams come true? Marriott Vacations Worldwide is a world premier organization for Vacation Ownership with resorts at destinations around the globe. Join our team and help deliver unforgettable experiences that make vacation dreams come true.

JOB SUMMARY

The Revenue Analyst contributes to the optimization of inventory across all segments, maximizes revenue for the company and implements inventory allocation strategies in support of the Market Execution team. The role maintains the accuracy of Owner and rental reservations, resort occupancies and overall inventory availability across multiple, proprietary systems. It prepares critical reports used for strategic decision making. It evaluates inventory requested by wholesale and business customers and completes necessary reservations. It works directly with Resort Operations in the timely and effective resolution of owner and guest issues. Success in this position is accomplished through an understanding of overall business operations, department policies and procedures. Follow all company and safety and security policies and procedures; ensure uniform and personal appearances are clean and professional. Maintain confidentiality of proprietary information and protect company assets. Report accidents, injuries, and unsafe work conditions to manager. Welcome and acknowledge all guests according to company standards, anticipate and address guests' service needs, assist individuals with disabilities, and thank

guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Prepare and review written documents accurately and completely; read and visually verify information in a variety of formats. Comply with quality assurance expectations and standards. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of employees. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

CORE WORK ACTIVITIES

May include but not limited to:

Inventory & Revenue Management Support

Acquire and maintain level of knowledge and expertise, for all Inventory & Revenue Management systems and processes related to support team functions.

Analyze historical and future data to identify gaps and obstacles that will negatively affect our business goals.

Prepare and execute reports associated with inventory forecasts to Revenue Managers that provide a detailed summary of inventory, including arrival and departure data, to support Resort Operations staffing levels.

Execute, analyze, and deliver critical reports to Revenue Managers in a timely manner including, but not limited to Month End, Pace, Weekly Forecasts, Cap Audits, Monthly Wholesale / OTA production, and additional reporting as needed.

Ensure all guaranteed reservations placed on special handling queues within the property management system are validated including, the daily processing of balancing inventory between the different inventory management software systems.

Maintain the daily balance of inventory availability across different inventory management software systems including, but not limited to MARSHA, PMS, Opera, iROAM, by analyzing and cross-referencing the data contained in these systems.

Execute resolution in all applicable systems so that inventory is optimized for Revenue Managers to monetize for the organization.

Initiate communications with over APEME Resort Operations to ensure that inventory and reservation related data remain in balance within all inventory management software systems.

Capture nightly maintenance actuals from all APEME Resort Operations to ensure accurate reporting within all inventory management software systems which impact organizational strategic decisions.

Align with corporate directives and processes outlined, utilize tools and/or resources optimally, and implement restriction strategies effectively.

Adapt to regional nuances in support of all APEME resorts across all brands to efficiently produce standardized reporting data.

Own and manage all activities associated with booking wholesale and/or group lists including allocation of inventory into applicable mini hotels, entering guest lists and providing the front office with any applicable information to ensure a seamless check-in and check-out process.

Own and manage all Centralized Commissions for APEME Resort Operations. Communicate with Group and Rental Sales to ensure accuracy between various stakeholders.

Utilize multiple inventory related applications including, but not limited to IROAM, High Performance Pricing, OSCAR, MARSHA, FSPMS, Opera and CTAC to successfully perform inventory optimization

Knowledge share with peers to positively impact overall departmental results, including conducting training, job shadowing and sharing best practices.

Policies and Procedures

Maintain confidentiality of proprietary materials and information.

Protect the privacy and security of customers and co-workers.

Follow company and department policies and procedures.

Proactively research and investigate issues related to the management of inventory. Take action to rectify. Involve leadership when necessary.

Protect company tools, equipment, machines, or other assets in accordance with company

policies and procedures.

Perform other reasonable job duties as requested by Supervisors.

Communication

Discuss work topics, activities, or problems with co-workers, supervisors, or managers using proper discretion.

Ensure regular ongoing communication within all areas of responsibility to create awareness of business objectives and communicate expectations, recognize performance, and produce desired business results.

Compose routine correspondence and reports, such as e-mail, spreadsheets, etc.

Effectively communicate Inventory & Revenue Management philosophies as they pertain to recommended strategies to property staff and other department stakeholders.

Working with Others

Treat all employees and customers with dignity and respect.

Develop and maintain positive and productive working relationships with other employees and departments, promoting an environment of teamwork.

Handle sensitive issues with employees and/or guests with tact, respect, diplomacy, and confidentiality.

Represent IRM cross-functionally with Resort Operations teams and other business partners as necessary.

Participate in community service events sponsored by Marriott Vacations Worldwide to build teamwork and enhance community relationships such as Children's Miracle Network (CMN).

Documentation/Reporting

Use computer systems and software packages to input, access, modify, store, or output information.

Enter and retrieve data from computer systems using a keyboard, mouse, or trackball.

Utilize and create documents in excel, word, outlook, and other Microsoft applications.

Perform tasks using the applicable Inventory & Revenue Management software.

CANDIDATE PROFILE

Candidate must possess at least a Diploma or higher, Degree preferred.

Minimum of 1-year related work experience required.

Good communication, presentation and organizational skills.

Detail oriented, able to multitask with good analytical skills.

Adaptable, flexible and ability to work within a team.

Work Hours:

Monday to Friday (Hybrid), Flexibility with working days and in office time is required.

COMPETENCIES - Fundamental competencies required for accomplishing basic work activities

CRITICAL COMPETENCIES

Leadership

Adaptability - Determines how change impacts self and others; displays flexibility in adjusting priorities; and communicates both the reasons for change and how it impacts the workplace.

Communication -Customizes approach to conveying complex information and ideas to others in a convincing and engaging manner; appropriately interprets verbal and non-verbal behavior; and models active listening to ensure understanding.

Problem Solving and Decision Making - Models and coaches others on breaking complex issues into manageable parts, identifying and evaluating alternatives and their implications before making decisions, and involving and gaining agreement from others when making key decisions.

Professional Demeanor - Exhibits behavioral styles that convey confidence and command respect from others; makes a good first impression and represents the company in alignment with its values.

Managing Execution

Building and Contributing to Teams - Leads and participates as a member of a team to move the team toward the completion of common goals while fostering cohesion and collaboration among team members.

Driving for Results - Sets high standards of performance for self and/or others; assumes responsibility for work objectives; initiates, focuses, and monitors the efforts of self and/or others toward the accomplishment goals; proactively takes action and goes beyond what is required.

Planning and Organizing -Gathers information and resources required to set a plan of action for self and/or others; prioritizes and arranges work requirements for self and/or others to accomplish goals and ensure work is completed.

Building Relationships

Coworker Relationships - Interacts with others in a way that builds openness, trust, and confidence in the pursuit of organizational goals and lasting relationships.

Customer Relationships -Develops and sustains relationships based on an understanding of customer needs and actions consistent with the company's service standards.

Global Mindset - Supports employees and business partners with diverse styles, abilities, motivations, and/or cultural perspectives; utilizes differences to drive innovation, engagement and enhance business results; and ensures employees are given the opportunity to contribute to their full potential.

Generating Talent and Organizational Capability

Organizational Capability - Evaluates and adapts the structure of team assignments and work processes to best fit the needs and/or support the goals of an organizational unit.

Talent Management - Provides guidance and feedback to help individuals develop and strengthen skills and abilities needed to accomplish work objectives.

Learning and Applying Professional Expertise

Applied Learning - Seeks and makes the most of learning opportunities to improve performance of self and/or others.

Business Acumen -Understands and utilizes business information to manage everyday

operations and generate innovative solutions to approach team, business, and administrative challenges.

Technical Acumen - Understands and utilizes professional skills and knowledge in a specific functional area to conduct and manage everyday business operations and generate innovative solutions to approach function-specific work challenges

Personnel and Human Resources —Knowledge of principles and procedures for personnel recruitment, selection, training and development, compensation and benefits, labor relations and negotiation, and personnel information systems.

Compensation and Benefits - The knowledge of principles, regulatory laws, and application of human resources compensation and benefit methods, including workers compensation and work accident procedures

Associate Relations -Knowledge of the broad range of relationships that could impact an employee, employer, or applicant. This includes knowledge of federal and state laws, company policies and practices, and ethical obligations to investigate, evaluate, and recommend an appropriate resolution to an employee or labor relations complaint.

Recruitment and Hiring - Ability to recruit, interview, and hire qualified candidates. This includes knowledge of best practices for each stage of the selection system.

Training - The ability to perform training needs assessment analysis, develop training programs, and effectively delivering training modules to employees.

Payroll - Knowledge of principles and application of human resources hourly and management payroll methods and practices.

Education and Training - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Computer Skills -The ability to use HRIS Systems (working knowledge of tools and processes for monitoring and evaluating personnel data), ability to use PeopleSoft software, and ability to use Microsoft Office (excel, word, access, and outlook).

Basic Competencies - Fundamental competencies required for accomplishing basic work

activities.

Basic Computer Skills -Uses basic computer hardware and software (e.g., personal computers, word processing software, Internet browsers, etc.).

Mathematical Reasoning -Demonstrates ability to add, subtract, multiply, or divide quickly, correctly, and in a way that allows one to solve work-related issues.

Oral Comprehension - Demonstrates ability to listen to and understand information and ideas presented through spoken words and sentences.

Reading Comprehension - Demonstrates understanding of written sentences and paragraphs in work-related documents.

Writing -Communicates effectively in writing as appropriate for the needs of the audience.

Marriott Vacations Worldwide is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture.

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