



Job Description: Director, Account Management

About Curator Hotels and Resorts

Curator was developed to bring together independent lifestyle hotel and resort owners and operators in order to take advantage of their collective scale and achieve significant operating cost savings and curated operating benefits and services. Curator contracts with best-in-class hotel service providers and vendors to curate products and programs designed for Independent hotels at competitive costs. Curator is in a high-growth stage of development adding new members, hotels and programs quickly. Accordingly, Curator is forming a team of individuals with strong organizational, communication and analytical skills to facilitate the growing contractual relationships between Curator members, hotels and vendor partners.

Overview:

The Director of Account Management is a member of the Curator Hotel & Resort Collection team working directly with the President and Vice President. The position is based at our corporate headquarters in Bethesda, Maryland. The Director will oversee all elements of the Member relationship and will regularly engage with members, vendors and senior leadership to onboard new hotels and programs, coordinating multiple projects and stakeholders and ensuring that issues are resolved quickly and professionally. Accordingly, the position requires a self-starting and highly organized individual comfortable working at a fast pace that is able to adapt to a rapidly changing environment.

Qualifications and Requirements:

- Bachelor of Arts or Bachelor of Science degree required. Preferred candidates have a major in economics, hotel administration, marketing or business.
- Three years experience in an account management or direct customer service position, hospitality or marketing experience preferred.
- Ability to handle multiple tasks including the job responsibilities outlined below along with special projects as assigned by Curator Leadership.
- Strong analytical, quantitative, and technical skills with an emphasis on Microsoft Excel and PowerPoint.
- Ability to handle a steep learning curve and handle new concepts and information quickly. The Director must be comfortable learning about and speaking about the fundamentals of the hotel business and operations, with particular focus on the areas that Curator programs impact. Additionally, the Director will be expected to

learn the details of all Curator programs and be comfortable addressing questions from external teams about each one.

- Ability to work independently on projects as well as collaboratively with Curator leadership and external Member teams. Able to effectively bring together and coordinate disparate individuals in order to solve problems.
- Strong attention to detail.
- Strong written, verbal and interpersonal skills required, the Director will interact with groups internally and externally, including senior executives.

Responsibilities:

Overall

- Oversee the Curator relationship with Member Hotels, Operators and Owners, both proactively and reactively assessing member needs and issues.
- Become an expert in the terms of each Master Service Agreement and form relationships with the key contacts at each Master Service Provider (MSP).
- Become proficient in Salesforce CRM and keep all MSA information in CRM up to date in real time including enrollments and relevant notes.
- Act as a liaison between MSPs and member hotels
- Assist Curator Leadership in the rollout of new Curator Programs and MSPs, collecting information from Membership as needed.

Member Onboarding

- Distribute Curator onboarding documents and surveys to new members, following up as necessary to get documents returned and completed fully
- Process on-boarding documents and set up new members in the Curator CRM, add member contacts to CRM and provide login information to member portal
- Hold introductory calls with each new member hotel, walking through the available Curator programs and MSAs and highlighting areas that are applicable to the member
- Communicate with new members on a weekly basis to ensure that applicable programs are enrolled
- Answer member questions about all MSAs/Programs, elevating to Curator leadership as necessary to address concerns

Member Maintenance

- Engage members in monthly calls and/or meetings to collect feedback and address issues
- Regularly monitor member enrollment and identify potential areas of opportunity for further member value

- Prepare value summaries with the analyst team and provide to member on quarterly or bi-annual basis. Walk through summary with members, highlight opportunities for additional value through non-enrolled programs
- Address ad-hoc member tickets as submitted
- Assist accounting team in the distribution of invoices and rebates
- Coordinate the preparation and delivery of Benchmarking and other tools with Curator analyst team
- Monitor member hotel rating scores to ensure compliance as a qualified hotel, notify member and Curator leadership of any failures

Member De-Enrollments

- In the event a member hotel terminates their participation in Curator, ensure that all records in the CRM are updated and MSPs are notified according to the terms of the applicable MSAs.
- Ensure that all confidential member information is secured and/or destroyed as required.

Compensation:

This position will be compensated on a tiered performance-based system that includes a base salary and annual performance bonus. There is the possibility of potential ownership grants, depending on experience. This position is also eligible to participate in the firm's competitive 401(k) Plan and health and dental insurance program.