

Job opportunity: Head Office AM Manager

Company Overview:

TheFork (previously known as Dimmi) connects diners with more than 4,500 of the country's hottest restaurants. Through TheFork (website and app), as well as through TripAdvisor, users can easily select a restaurant, consult user reviews, check real-time availability and instantly book online.

From the restaurants side, TheFork provides them with a software solution, TheFork Manager, that enables restaurants to optimize reservations management, streamline operations and ultimately improve service and revenues, following Yield Management principles of price variability depending on time, practices which are used successfully in the travel and hotel industries.

TheFork is part of TripAdvisor® and is the leading online restaurants reservation platform in Europe with a network of 50,000 restaurants worldwide and 18 million monthly visits.

Head Office AM Manager

The role

The Head Office AM Manager reports to the Head of B2B and will be responsible for looking after the team of account managers at head office. The team currently has 5 members, which we are looking to expand through the year to 7-8. We are looking for an individual that is passionate about the restaurant industry, highly organized, and thrives in a fast-paced work environment. Our head office account management team is based at our headquarters in Redfern, Sydney and work collaboratively with the Field teams and support to look after our restaurant partners on the TheFork Network.

Job tasks and responsibilities

- Lead and support a team of 5 head office account managers and 2 restaurant activators to ensure they grow, develop and learn, whilst achieving targets
- Customer set up and training – Work with clients that just signed up to Dimmi to perform setup, training & installation of our Electronic Reservation System in restaurants across New South Wales
- Client satisfaction – Conduct reviews with your clients to ensure they are happy with the Dimmi Product and continue to see Dimmi as a partner driving revenue to their business
- Support – Manage the support requirements of your accounts
- Align and support company objectives and help the team to work towards these

Key Responsibilities

- Support a team of 5-8 account managers to ensure they are learning and growing
 - Regular 1:1s
 - Career development discussions
 - Consistent call accompaniments and coaching

- Your role may also include the following from time to time:
 - Quarterly Business reviews – review previous quarter's business, discuss future goals and ensure that TheFork is providing maximum value to their business.
 - Optimisation – Assist customers with modifying different aspects of their electronic diary in order to maximise the table inventory available to diners and accordingly maximise revenue for the restaurant
 - Re-training – conducting user training to ensure clients have sufficient knowledge and skill when using their electronic diary
 - Save – respond to requests from clients seeking to terminate with empirical data and prove the value the TheFork Booking Network brings to their business

- Act as a "consultant" to your clients and provide them with best practices examples within the restaurant industry in order to help them grow their business, for example:
 - email promotions and confirmations;
 - configuration of table plans
 - widget placement on their website

- Perform the setup, training & installation of our Electronic Reservation System in restaurants:
 - Training – conducting user training during and after the diary is installed
 - Customisation – customise our Electronic Reservation System to compliment the client's existing processes and procedures

Follow ups – Revisit clients to ensure that any teething issues are quickly resolved