



Go City Holdings Limited
25 Soho Square, London
W1D 3QR

About us

Go City is transforming the way people see and experience the world's greatest destinations. We give our customers total flexibility to choose the experiences, tours and activities they want to visit at incredible savings.

For over 20 years, the Leisure Pass Group has shaped the future of the multi-attraction pass industry by enabling online pre-purchase of attractions, tours, and activities. In 2017, Europe's Leisure Pass Group, USA's Smart Destinations, and New York Pass came together to form the Go City brand, giving us greater reach and ambition as we expand across the globe. Backed by highly successful Private Equity firm Exponent and headquartered in Soho, London with a team of over 135 the business is highly profitable with over 3 million customers globally. We have ambitious plans to leverage these capabilities to drive the business' continued growth. With a heavy investment in the technology and multiple other teams this year Go City are excited for like-minded, problem solving individuals to join their transformation and make their mark on our future.

We listen to our customers, our partners and our team, to help improve our business every day. And that's where you come in! For more information and a sneak at our product take a look at www.gocity.com

About the role

Account Manager -EMEA

Full time

Permanent

London based (hybrid model of part work part office)

Reports to the Senior Account Manager

Summary of the role but also what our team are up to:

Go City is seeking an Account Manager to assist in our growth of the EMEA Trade Sales Department. This department's focus is to sell Go City's multi attraction passes through third parties such as Online Travel Organizations, Hotel and Retail, Employee Benefits programs, Tour Operators and more.

The Account Manager will be responsible for managing these relationships working against sales targets, business development and representing the company within the EMEA region.

Flexibility for travel to attend events, visit clients, or meet the team at company gatherings would be super helpful.

What will we expect from you?

- Account Management of Clients within the EMEA region. First point of contact for your trade partners for day to day running and short, medium and long term strategy plans.
- Managing trade partners with customer service issues and facilitating communication between our customer service team and theirs to come to a solution for the mutual customer.
- Managing the onboarding of trade partners including drafting contracts and price lists, set up of partners utilizing our digital pass on the API or existing portal, ensuring proper credit and bank information, reviewing product pages where necessary and assisting sales managers as needed.
- Ongoing review of trade partners websites to ensure accuracy and best placement.
- Be commercially astute with the ability to identify potential partners and revenue; and be able to produce financial reports and presentations.
- Assist in preparation of trade shows and events including initial registration and set up, assist in event planning, ensuring design and implementation of needed material, shipping of collateral and possible assistance at the trade show.
- We support a culture where Health and Safety, Wellbeing and Personal Data at work are important. We are all adults, which means we expect the same in return. Each of us plays our part looking out for ourselves, each other, our Partners and our customers every day.
- Commitment to live and breathe our Company values in the delivery of your role and responsibilities



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As you can see, this role covers a wide range of responsibilities, but we know that our People are more than just their job description. We are a team here at Go City which means there will be plenty of opportunities to stretch your thinking, expand your knowledge and make a contribution to the wider business not reflected here.

What will you have/Who are you?

- Proven track record of Account management and client growth within the Travel industry
- Excellent knowledge of the European Travel Industry, including Travel Agents, OTA's, Airlines, Tour Operators etc.
- Must be professional, well organized, well written, well-spoken and a self-starter with strong attention to detail
- Highly organised with the ability to manage a varied workload and prioritise accordingly; you'll be a team player who can build strong working relationships with internal departments and external businesses.
- Travel Trade and leisure experience and be sales and target driven.
- This role requires someone who is comfortable with and successful at working independently as well as part of a global team.
- An entrepreneurial attitude
- Language Skills (desirable)

What will we offer? (below are Global but further variations apply in different locations)

- Competitive market rate salary
- Enhanced vacation time
- Enhanced parental leave
- Floating bank holiday
- The usual sociable stuff (when restrictions allow)
- Ability to buy additional leave – 5 per year
- Access to discounted / free company pass and product
- Access to Mental Health First Aiders
- Half a day per month for professional personal development
- Life Assurance of 4 x base salary
- Enhanced pension contributions
- Access to an Employee Assistance Programme

We are committed to our stance as an Equal Opportunity Employer in line with inclusivity being one of our 6 core company values. We welcome and encourage applications from all backgrounds and uphold the highest standards in our ways of working, whether at application or promotion stage. All of our Colleagues are responsible for upholding these values and ways of working.

To Apply: <https://apply.workable.com/go-city/j/90207276E1/>