

<b>Job Title:</b> Custom Forecast Coordinator			<b>Region</b> North America - Broomfield
<b>Dept.</b> Consulting & Analytics			<b>Written By</b> Blake Reiter
<b>Date Created</b> January 2018	<b>Review Date</b>	<b>Reviewed By</b>	
<b>Position in Organisation</b> <ul style="list-style-type: none"> <li>• <b>Reports To:</b> Director of Custom Forecasts</li> <li>• <b>Directly Supervises:</b> None</li> <li>• <b>Indirectly Supervises:</b> None</li> </ul>			
<b>Main Purpose of Job</b> STR is seeking a Custom Forecast Coordinator to support the Custom Forecast team by receiving, setting up, completing and distributing Custom Forecast orders, handle administrative tasks associated with Custom Forecasts and works with the entire Consulting & Analytics team in growing products and services.			

#### Key Responsibilities and Accountabilities

<ul style="list-style-type: none"> <li>• Key point of contact between clients and Consulting &amp; Analytics team</li> <li>• Receive Custom Forecast orders and requests directly from clients, ensuring both accuracy and the satisfaction of STR guidelines and requirements</li> <li>• Prepare the initial setup of Custom Forecast models in Excel</li> <li>• Collaborate with forecasting team to fulfil client requests</li> <li>• Coordinate with internal teams to understand the implications of any applicable client contracts and/or subscription agreements</li> <li>• Work with account management and billing departments in handling billing-related matters</li> <li>• Support Director of Custom Forecasts in developing new product lines, if feasible, within the Custom Forecast purview</li> </ul>
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#### Team Accountability

<ul style="list-style-type: none"> <li>• Keep up-to-date with market and other developments within the function and the industry</li> <li>• Attend training as required and actively seek to continually enhance understanding of STR products and value propositions</li> <li>• Attend marketing events, team meetings, kick off meetings and functions as required</li> <li>• Adhere to all STR processes and policies and maintain customer confidentiality</li> <li>• Ensure STR brand and corporate values are evident to the customer at all times</li> <li>• Understand and adhere to the STR Mission, Vision and Values</li> </ul>
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## Job Description – Custom Forecast Coordinator

### Qualifications & Experience

<b>Essential</b>	<b>Description</b>
<b>Education</b>	Bachelor's Degree, hospitality-related degree preferred
<b>Experience</b>	0-2 years industry experience, specifically within the realm of analysis (consulting, underwriting, revenue management)
<b>Industry Knowledge</b>	Understanding of hotel performance metrics
<b>Communication</b>	Strong written and oral communication skills; Strong client-service skills and a customer service-oriented mentality
<b>Technical Skills</b>	Proficiency with Microsoft Office Suite, including strong knowledge of Microsoft Excel; Strong data analysis and problem-solving skills; Ability to multitask
<b>Desirable</b>	<b>Description</b>
<b>Industry Knowledge</b>	Understanding of hospitality forecasting fundamentals, hotel financial statements and terminology, and market trends
<b>Technical Skills</b>	Familiar with Visual Basic and Excel modeling techniques