

<b>Job Title:</b> Global Pipeline Specialist			<b>Region</b>
<b>Dept.</b> Data Operations Department			<b>Written By</b> Jonathan Bell
<b>Date Created</b> 6 October 2017	<b>Review Date</b>	<b>Reviewed By</b>	
<b>Position in Organisation</b> <ul style="list-style-type: none"> <li>• <b>Reports To:</b> Global Pipeline Team Lead</li> <li>• <b>Directly Supervises:</b> Global Pipeline team</li> <li>• <b>Indirectly Supervises:</b> None</li> </ul>			
<b>Main Purpose of Job</b> The Global Pipeline Specialist is responsible for collecting and verifying data and researching new construction projects, renovations and brand conversions for hotels or other sectors of industry for which STR may perform pipeline functions.			

<b>1.1 Key Responsibilities and Accountabilities</b>
<ul style="list-style-type: none"> <li>• Add applicable new construction records and update existing pipeline records as new information is made available and/or discovered through research, corporate portfolio listings, chain feeds, enrolment forms, websites and other verifiable sources</li> <li>• Assist data output teams with weekly and/or monthly report checks as needed</li> <li>• Track properties under construction, renovation or brand conversion through completion/opening to ensure successful transition to census database</li> <li>• Other duties may be assigned as needed by management</li> </ul>

<b>1.2 Personal/Professional Commitment and Development</b>
<ul style="list-style-type: none"> <li>• Consistently seek and share knowledge with the team, company, and clients (best practices, feedback from clients, new processes, etc.)</li> <li>• Working with team lead and staff to improve day-to-day functions</li> <li>• Take part in training offered by company and/or department</li> <li>• Seeks to continually enhance understanding of STR products and value proposition</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 vision and our values</li> </ul>

<b>1.3 Additional Responsibilities</b>
<ul style="list-style-type: none"> <li>• Work with team to discuss, plan, and implement improvements to the team's processes and tools.</li> <li>• Work on various projects as needed and able</li> </ul>

<b>1.4 Skills/Qualifications</b>
<ul style="list-style-type: none"> <li>• Must have high school diploma (or GED equivalent)</li> </ul>

This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

## Job Description – Job Title

- Basic world geographical knowledge
- Excellent written, verbal and interpersonal communication skills
- Ability to work independently as well as in a team-oriented environment
- Must be detail-oriented with strong time management, organizational, and problem solving skills
- Ability to conduct investigative research using a variety of sources, including but not limited to, search engines, industry publications, industry associations, etc.
- Consistent, positive performance evaluations with a demonstrated record of good attendance and punctuality
- Strong alphanumeric typing speed with a high degree of accuracy
- Ability to make phone calls to various countries across the globe
- Ability to quickly adapt to new assignments and manage time with minimal supervision
- Ability to analyze tasks/situations and make prioritize tasks based on options available
- Ability to think outside the box (i.e., how to increase job proficiency and accuracy)

## Core Competencies

Competency	Knowledge
Industry Knowledge	Prior work experience in a research, data entry, hospitality, or office environment
Technical Expertise	Proficiency with Microsoft Office software applications
Customer Focus	Build and maintain relationships with existing and new clients. Ability to react quickly and efficiently to customer issues and deliver solutions.
People Skills	Builds productive internal and external relationships. Collaborates with others to achieve objectives and ensure information flow. Works easily with others and appreciates multiple potentially conflicting objectives. Considers conflicts/issues from all angles and resolves fairly.
Adaptability	Adapts to changing work environments, work priorities and organizational needs. Ability to work effectively in a fast-paced and ever-changing environment and with diverse personalities and work styles.
Delivers Results	Contributes to goals from planning through delivery of end results. Doesn't just do the work but takes it one step further to think about how it could be done better/differently.

## Specific Job Competencies

Competency	Expectation
Judgement	Works on assignments and in situation where good judgement is required
Problem Solving	Applies research, information gathering and analytical skills. Selects appropriate alternatives from defined options. Handles detailed, structured problems
Communication	Conveys information in a concise and professional manner. Asks effective questions and solicits feedback to understand needs. Anticipates future needs based on past interactions

### Job Description – Job Title

<b>Direction</b>	Works under general direction, seeks assistance as needed. Completes work in accordance with accepted practices. Establishes approaches for completing assignments. Adjusts to multiple demands and shifting priorities; accepts responsibility for results of actions
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### Job Context

<b>Context</b>	<b>Description</b>
<b>Key Contacts &amp; Relationships</b>	Externally – Clients from all industries covered by STR Internally – All departments and offices