

## Job Description

### Team Leader Database Administration

#### Job Summary

To supervise the Database Administrators, together with the administration and accuracy of the databases operated by the Company, to ensure that they are updated to reflect the requirements of AvisBudgetGroup across the Asia Pacific region. The databases reflect current and accurate information and operate in the way expected. Performs duties and provides service in accordance to established operation procedures and company policies.

#### Essential Duties and Responsibilities

(Includes but not limited to)

This position is a supervisory position, responsible for the day to day supervision of the Database team and the area of responsibility. The Database Team will be well coached, and have the information and techniques to be able to complete essential duties and responsibilities shown below;

- Expert in the wide range of databases and country specific information and requirements, the Database Administrator is able to create, update and maintain information to enable users to access and accurately perform functions available. These include but are not limited to:
  - *Rate Database* – create & maintain rates
  - *Customer Database* – create and maintain Fastbreak, Preferred, Credit accounts,
  - AWD/BCD numbers
  - *Location Database* – create and maintain locations
  - *One Way Fee Database* – create and maintain location to location information, one way
  - fees, geo zones
  - *CCD Database* – add & maintain vendors, add/update merchant number information
  - *INVTXT/INVBTX Database*– maintain invoice text
  - *GDS Updates*
  - *GDS Problem Support*
  - Processes Fastbreak/Preferred Cards ensuring applicable collateral is inserted, information is accurate and processed correctly, and cards are produced and forwarded to customers.
  - Support Account Managers across the brands and countries with information and changes
  - Support rental agents and reservations team members with accurate information
  - Provide general support and information via phone and email as required.
- To ensure the team have the necessary information and tools to be effective in their roles by:
  - Identification of training needs and development and deliverer of the training required
  - The ability to respond accurately to questions relating to policy and practice
  - Performing new hire training
  - Being available to support staff
  - Provide regular coaching
- To ensure resource is allocated in the most effective way
- Work alongside team members when demand and/or pending deadlines require it.

**Preferred Qualifications and experience**

- Tertiary qualification preferred
- Excellent leadership and interpersonal skills
- Demonstrated service excellence at a senior level
- Excellent written and verbal communication skills at a senior level
- Good decision making and problem solving skills
- Attention to detail, initiative and set high standards
- Sound ability to prioritise work and workloads across a team

**Responsibility Scope/Impact**

This position contributes significantly to overall customer satisfaction by ensuring the database team are well trained, and the database information is up to date and accurate. The impact of the roles is across all of Asia/Pacific operations.

**Travel Requirements**

Minimal

**Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.