



Director of Travel Assistance

Europ Assistance USA is looking for an innovative **Director of Travel Assistance** for our Travel Assistance Center in Bethesda, Maryland. This role is responsible for planning, executing, managing and organizing the functions of a 24/7 multi-lingual assistance call center responsible for emergency medical, travel, and general assistance. This position manages the service performance for our clients and customers, productivity and efficiency, innovation and departmental budgets. The Director will liaise with Client Services, Business Development, and Clients directly.

Education and Experience

- Requires a Bachelor's degree in business management; or equivalent
- Minimum of three years of leadership experience with managing a team of Managers
- Minimum of five years of call center experience with at least three years in a multi-lingual company.
- Experience with new contract implementation, contract execution, vendor management, and legal/compliance resolution.
- Experience or demonstrated knowledge of travel assistance or health care/insurance programs preferred.

Call Center and Operations Management

- Design and implement annual strategic initiatives to further advance workforce management, customer service, and operations excellence. Each of the associated projects will require defined measurable results, and specific project plan goals and timeframes.
- Direct the real-time monitoring process and reporting of call center performance metrics to ensure that client SLA's and objectives are met 24 hours a day, 365 days a year.
- Work effectively with technology management to identify and recommend enhancements needed to improve customer service and operational efficiency.

Budget and Vendor Management

- Develop the annual staffing and operations budget, manage the operational expenses and identify cost saving against budget. Key expense categories include payroll, overtime, training, T&E, Conferences and Memberships
- Manage vendors associated with daily operations services and medical transports to include contract negotiation, management direction, definition of requirements, and ensuring acceptable performance to contract standards. Key vendors include medical escorts, air ambulance & travel agency.

Management and Leadership

- Build and maintain a high performance team based culture through effective performance management, communication and coaching of staff.
- Manage multiple projects, prioritize work and balance strategic and tactical issues.
- Manage all personnel activities of staff (i.e., hires, trains, rewards, motivates, disciplines, terminates, performance reviews, and pay discussions).
- Manage the career development process for the department and act as a coach and mentor.
- Be a role model of EA USA's corporate values and principles.

Interested candidates can apply by providing a cover letter and resume to RManu@europassistance-usa.com.

About Europ Assistance USA

Europ Assistance USA takes care of corporate customers and employees when the unexpected happens, anywhere in the world, providing immediate support and assistance to individuals in times of emergency and distress. Leveraging its worldwide network of 38 always-open multilingual assistance centers and 410,000 partners in 208 countries, EA USA offers personalized medical travel assistance, identity theft resolution, data breach response and beneficiary assistance services to insurance companies, financial institutions, corporations and government organizations. Headquartered in Bethesda, MD, EA USA is owned by Generali and part of the Europ Assistance Group.

Europ Assistance USA, Inc.

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