



## Executive – Loyalty Program Management

Designation	Executive – Loyalty Program Management
Level	1A
Department	Loyalty
Division	Commercial
Reporting Manager	Senior Manager - Loyalty

**Job Overview:** The Loyalty Program management team works to design, maintain and enhance all aspects of the Club Vistara program to offer the best value proposition to the members across touch points. This role will support the team in all activities, offline and online, to achieve Loyalty KPIs.

### Key Responsibilities

- Assist in timely delivery product development/ enhancement projects
- Support activities related to Loyalty KPIs at airports
- Responsible for smooth loyalty operations across all customer touch points
- Manage delivery of benefits and privileges at all customer touch points
- Liaise with stations, partners, internal departments to implement CV processes
- Create and update training manuals, SOPs and member communication
- Conducting regular audits at airport and CSC
- Continuously work towards improving member services based on member and internal staff feedback

### Skills/Attributes

- High attention to detail
- Excellent communication skills
- Excellent Presentation skills
- Good time management skills
- Flexibility to travel
- Good analytical & problem-solving skills
- Independent, self-motivated, team player and high willingness to learn

### Work Experience

- 2-4 years of minimum work experience

### Qualification

- Graduate / Post Graduate from a recognized university

### Location

Gurgaon

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