

## HEAD OF PRODUCT & PROCESSES (F/M/X)

### About PMA Partner – we believe in people

PMA Partner is serving tourism companies to get to the next level of business operations with a holistic view of the business. Together with our client we design and implement best-in-class solutions with focus on digitalization, automation and efficiency. With the combination of the experience of more than 15 years in tourism, process management and IT of our founders and the spirit of a start-up, PMA Partner offers a unique working experience, where ideas come to life. This combination enables PMA Partner to be aware of the pain points of the travel industry segments such as all kinds of Tour Operators, Destination Management Companies (DMC), Aviation Companies and Hospitality with deep know-how, on how to connect partners across the whole value chain.

### About the job – make the difference

- Ensure efficiency of all key systems and processes by analysis, implementation of automation and ultimately challenging product manager on continuous improvements with a focus on digitalization and automation
- Supervising all product managers, data analysts and quality assurance managers
- Definition of process standards and standard KPIs
- Driving initiatives, which are targeting state of the art digitalization and automation around all systems and processes
- Works collaboratively with all stakeholders and individual customers to ensure high quality of standards, production, efficiency

### About you – contribute with your uniqueness

- An academic qualification at graduate level (Bachelor's degree) is desirable but not mandatory
- Experience of at least 5 years in tourism industry with focus on processes and systems
- Leadership experience of at least 3 years
- Ability to be sparring partner for external customers and partners as well as internal colleagues
- Strongly developed analytical, strategic and conceptual skills
- Transparent and motivating character with strong leadership skills
- Reliable way of working
- Customer-oriented and confident appearance as well as very good communication skills
- Ability to work in a team, consulting and social skills, flexibility, initiative and assertiveness
- Fluent English and German

### About our offer – why joining us

- Fair and competitive remuneration for your contribution on transforming the tourism industry
- Working in a global tourism-tech start-up with young and passionate colleagues
- We are looking for intercultural cooperation and offer the opportunity to work on international projects
- Flat company structure with the ability to take quick decisions and the possibility to be part of the companies' success
- Hybrid working model
- Modern and comfortable office space in the center of Munich

You want to rewrite this history of tourism technology and processes together with us? Then join our trip to new dimensions in the tourism universe and save your seat in the PMA Partner rocket! Apply now and fasten your seatbelt! We are looking forward to hearing from you.

[Joinus@pmapartner.com](mailto:Joinus@pmapartner.com) and send your application today!