

Super Specialist Job Profile (Job Description)

Job Description

What is the main role of the super specialist?

Job Title:

Main Responsibility / Expertise:

Working Style and Attitude

How should the super specialist behave?

Example: be proactive in providing recommendations

Skills and Knowledge

What should the super specialist be good at or able to do? What does it need to know or learn about?

Example: skilled at finding availability data in booking systems

Tasks

What will the super specialist do as part of its job?

What should the super specialist avoid doing?

Example: make assumptions without verifying key details

Super Specialist Job Profile (Evaluation)

Trust and Control

How much control do you want to have over the execution of the tasks and why?

For each task, select between full control, medium control, low or no control and explain what needs to be controlled if necessary

Task	Control Level (full, medium, low or no control)	Need for control
<i>Example: Generate itinerary adjustment options</i>	<i>Example: Medium control</i>	<i>Example: Ensure relevance to customer needs</i>

Job Expectations

What are the expected results for each task? Set clear expectations about what could be a terrible job, an acceptable job and an awesome job.

Terrible Job	Acceptable Job	Awesome Job
<i>Example: Misses upsell opportunities or offers irrelevant products</i>	<i>Example: Suggests upsell options, but occasionally misses key opportunities.</i>	<i>Example: Offers precise and useful itinerary options instantly</i>