

ENTRÉE DESTINATIONS

Entrée Destinations is a provider of **luxury travel services** specializing in the creation of unique, turn-key holidays, retreats and corporate visits throughout Canada and Alaska. Using our handpicked collection of elegant hotels, lodges, transportation and activity companies we stretch our imaginations to engineer the perfect visit for our discerning clientele.

Position: Sales Support Coordinator
Type of position: Permanent, full-time, 40-hours per week, Monday to Friday
Location: This position works from our Gastown office, Vancouver, B.C.

Job Description:

Reporting to the Director of Sales, the Sales Support Coordinator will assist the Sales Team with the administrative tasks of planning, selling and maintaining accurate costs of individual travel programs throughout Canada and Alaska. Core duties are reviewing confirmations, correcting cost discrepancies, tracking payments, charging and invoicing our customers.

Duties will include:

- Working closely with the Sales Support Team, researching costing errors to determine root cause and resolving discrepancies with team
- Checking contracted supplier rates to ensure accuracy
- Revising costs as appropriate and as directed by Sales Team
- Tracking costing errors and reporting to Department Manager who can plan training accordingly
- Tracking customer payment schedules with support of Sales Coordinators
- Preparing Sales Reports as required and directed by Sales Support Team
- Updating Sales Support Calendar
- Receiving client forms, filing of forms, updating client file with appropriate information
- Entering, verifying and charging credit cards for customer payments, posting payments in reservation system and preparing and filing on line invoices for Sales Managers while keeping files PCI compliant
- Supporting Sales Team by building customized proposals in Tour software as required
- Reviewing availability for programs as directed by the Sales Support Team
- Revising files as required by Sales Support Team, Operations, Docs
- Answering the telephone and general office duties as directed or required (may include preparing courier packages, data entry, filing, errands, etc....).
- Supporting the Canada and Alaska Sales Teams as required for client follow up processes
- In charge of Entrée's 'Flowers for Agents' programs for qualified agents.

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Skills & Qualifications required:

- Excellent attention to detail and an understanding of high level customer service
- Strong excel skills and aptitude for numbers
- Proven ability to understand supplier/partner contracts, terms relating to contracts, and pricing structures, including Canadian taxes
- Strong organizational skills and the ability to multi task in a fast-paced environment
- Ability to work independently, as well as part of a team
- Proficiency in Microsoft Word, Internet and e-mail applications (experience with Tourplan is an asset)
- Relevant experience in the travel industry (preferably with a tour operator or wholesaler) is preferred
- Fluency in the English language (written & spoken)

If you are an enthusiastic & committed individual, looking for a challenging position in a fun & dynamic environment then please forward your resume and cover letter to: careers@entreedestinations.com.

We regret that due to the high volume of applicants, only those candidates selected for interviews will be contacted.