

ENTRÉE DESTINATIONS

Entrée Destinations is a provider of **luxury travel services** delivering customized journeys throughout Canada and Alaska. We dream big and travel bigger. We believe in not only giving our guests what they ask for but giving them what they never dreamed possible. Using our handpicked collection of luxury hotels, wilderness lodges, resorts, outfitters, transportation and activity companies we stretch our imaginations to create the unimaginable journeys for our guests. Our Purpose means something to us, and our focus '*Touch the Guest*' is behind everything we do.

Position: Quality Assurance Coordinator
Location: Vancouver office, located in Gastown.

Reporting to the Controller, the Quality Assurance Coordinator will support the company by ensuring our internal service standards are met at the same high quality as our external service standards. In this new role, the Quality Assurance Coordinator will support the implementation, monitoring and follow up of quality assurance strategies and programs. The mantra of our Quality Assurance Coordinator is to reduce labour costs, produce consistent results, and reduce waste so that we enhance our internal and external service.

Duties will include:

- Review pre and post travel supplier confirmations/invoices for accuracy, research errors to determine root cause and resolve discrepancies.
- Contact suppliers to resolve discrepancies if required
- During peak season, manage high volume of invoices and conflicting priorities
- Lead the final booking reconciliation between our Tour software and Accounting Software.
- Report on root cause and discrepancies to Controller and assist team leads in improving processes and procedures for their respective departments
- Recommend and/or participate in training sessions at department meetings based on findings.
- Monitor and verify routinely all aspects of our processes and flow as it relates to finance
- Assist with ad-hoc projects that may arise.

Skills & Qualifications required:

- 2-3 years of quality assurance or accounting experience and/or education.
- Excellent attention to detail and an understanding of high level customer service
- Proven ability to understand supplier/partner contracts, terms relating to contracts and pricing structures, including Canadian taxes
- Strong excel skills and aptitude for numbers
- Ability to think strategically, to consider broad-scope issues, alternatives and impact from a business perspective.
- 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
- Relevant experience in the travel industry (preferably with a tour operator or wholesaler) is preferred
- Fluency in the English language (written & spoken)

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What We Offer

- An opportunity to join a growing internationally acclaimed luxury travel company with 25 years of success
- A purpose-led organization, treating each other with the same level of integrity and care as our guests
- Two week's vacation
- Paid time off (wellness days)
- Health and Dental Benefits employer/employee cost share
- Pension plan matching program
- A gorgeous Gastown office with a roof top deck and views of Coal Harbour and the North Shore Mountains. Close to Sky-train, West Coast express and loads of shopping and restaurants.
- A commitment to company culture. We have an employee-led social team, responsible for office snacks and office social events including birthday celebrations, summer BBQ's on the deck, curling, snow-shoeing, on-site massage, pizza lunches and whatever else we dream up.

In case you haven't noticed, our purpose matters to us, governing how we do our jobs. From the Accounting Coordinators to the Sales Managers, each and every one of us drinks the champagne (it's so much better than Kool-Aid!) and hope that you would too.

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.

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