

ENTRÉE DESTINATIONS

Entrée Destinations is a provider of **luxury travel services** specializing in the creation and delivery of unique, turn-key holidays, retreats and corporate visits throughout Canada and Alaska. Using our handpicked collection of luxury hotels, wilderness lodges, resorts, outfitters, transportation and activity companies we stretch our imaginations to engineer the perfect visit for our discerning clientele. We take pleasure in delighting our guests and want them to love Canada and Alaska as much as we do.

Position: Group Sales and Operations Manager
Type of Position: Full Time – 40 hours a week, Monday to Friday. Limited afterhours/weekend on call support.
Start Date: ASAP
Location: Our Vancouver Office, located in Gastown.

Job Description:

This position will report to the President. This position will service our clients by managing leads, listening closely to our client's wishes and designing and delivering customized group proposals and programs. Service to our clients is our top priority. From a program's inception through the on-site delivery and post program billing—it is the Group Sales and Operations Manager's job to delight our clients.

The pace is fast and the expectations are high. We're a passionate and supportive team who take great pride in providing quality product and service to those in our care.

The position's focus will primarily be Canada but Alaskan operational experience is an asset.

Responsibilities will include:

- Completing all aspects of the sales process for Group programs – receiving and managing leads, qualifying clients, listening to the client's needs, preparing customized quotes/proposals and following up to complete the sale.
- Becoming an expert on Entrée Destinations' collection of products/services and researching new products and services as needed.
- Becoming an expert on Group venues and group programming within Vancouver, Whistler, Victoria, the Rockies and Alaska.
- Preparing costings and proposals for clients considering an itinerary.
- Checking availability of services & products with suppliers.
- Respecting and enhancing our strong supplier partnerships.
- Completing all aspects of the operations process for Group programs - including, but not limited to: hiring and contracting onsite staff, booking and confirming all services, determining and managing logistics, preparing operational notes and managing the program on-site.
- Post program billing and follow up
- Representing Entrée Destinations at industry functions.
- Other duties as required by the company.

134 ABBOTT STREET 7TH FLOOR VANCOUVER BC V6B 2K4
T. 604.408.1099 F. 604.736.2242 1.888.999.6556
careers@entreedestinations.com www.entreedestinations.com

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Skills & Qualifications required:

- Three years of previous relevant group sales and operations experience in the travel industry (preferably inbound tour operator, wholesaler or DMC experience) is preferred. Experience must include preparing budgets/costings and responsibility for delivering/operating group programming.
- Proficiency in Microsoft Word, Excel, Internet and e-mail applications. Tourplan experience is an asset.
- Product knowledge of Canadian and Alaskan hotels, resorts, wilderness lodges and travel services is required.
- Good problem solving skills and the ability to think creatively
- Fluency in the English language (written & spoken)
- Ability to multi-task at a fast pace
- Ability to work independently, as well as part of a team
- Excellent attention to detail and a passion for delivering to the highest service standard

If you are an enthusiastic & committed individual, looking for a challenging position with lots of variety, interesting clients and a fun, supportive team, please forward your cover letter and resume to:

careers@entreedestinations.com prior to **January 22nd, 2018.**

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