

# ENTRÉE DESTINATIONS

Entree Destinations is a leading bespoke travel company, specializing in customized journeys throughout Canada and Alaska. With a storied history of designing transformative journeys for discerning and distinguished guests, we've forged lifelong partnerships with the top lodges, resorts and outfitters in our territory. We strive to connect our guests to these extraordinary collections of experiences, the local people and the land.

**Position:** FIT Operations Manager, Canada

**Type of position:** Permanent, full time position (possible 4 days a week in fall months)

**Location:** This position works from our Gastown office in Vancouver, B.C.

## **Job Description:**

Primary responsibilities will be to oversee, manage and deliver FIT travel programs for Entrée Canada - ensuring the smooth operation of all trips from making the initial supplier reservations through to ensuring live clients' trips are trouble free. In addition, this position will cross-train with our Groups / Special Ops Department to manage programs which fall outside of the regular FIT model to deliver revised program costs, and all other regular FIT program responsibilities. The FIT Operations Manager notices and enjoys working through the smallest detail proactively but can also look at the big picture with an eye for constant improvement. A strong vision for excellence in travel services is required.

This position shall report to the **Director of Operations** and work in collaboration with the other members of the Entrée Destinations team to accomplish their respective tasks with maximum efficiency and effectiveness. All Entrée Destinations staff are expected to utilize the strengths and experience of their teammates to the best advantage of our agents and clients.

## **Duties will include:**

- In conjunction with the Director of Operations, recruiting and hiring a seasonal operations team.
- Overseeing and managing a team of seasonal staff including writing or editing training manuals and creating work plans for Canada Operations Staff.
- Completing all aspects of the operations process for FIT programs – Working with the Entrée Canada Sales team to secure sold trips and ensure smooth implementation of all travel arrangements.
- Completing all aspects of the operations process for Special Ops programs – Taking over select files from the Sales Team, preparing revised program costs and proposals in addition to completing all aspects of FIT programs.
- Maintaining or exceeding specified profit margins on trips.
- Maintaining strong relationships with clients, offering excellent customer service & reviewing the trip details to ensure that the trip fulfills if not surpasses the client's expectations.
- Creating or delivering special "touches" or wow factors during client's trips.
- Making supplier bookings for confirmed trips and tracking that all trip components have been confirmed as sold (utilizing our reservations system).
- Communicating with the Sales Manager at 24-48 hours of receipt of sold trip regarding booking status, maintaining regular communication and updates throughout the full operation of the trip.
- Providing the Documentation Department with the information to prepare all travel documentation.
- Tracking relevant booking forms from clients, as well as creating and managing their respective hard and electronic files on the server.
- Maintaining effective relationships with suppliers and setting suppliers' expectations with regard to the service level required by luxury travelers.
- Sharing product knowledge, supplier feedback with Operations team or Sales and Product as needed.
- Polished and professional complaint resolution.

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- Working in conjunction with other departments such as Sales, Documentation, and Accounting to ensure all facets of the client experience are professionally delivered.
- Re-confirming supplier services for client's trips
- Effectively communicating with agents or direct clients prior to travel to answer any questions they may have, touch base during and post-travel while keeping the Sales Managers up to date.
- Troubleshooting operational field difficulties as they may arise.
- Sharing 24/7 coverage of after-hours emergency calls. On-call outside of office hours every other week, year-round.
- Reconciling invoices with Accounting or Sales Support when required.
- Tracking and maintaining travel logs on the Operations calendar.
- Sharing the responsibility of answering the main telephone lines with the rest of the staff for the period of time when there is not a dedicated receptionist.
- Closing trips within a week of last day of travel and transferring or filing all pertinent information into the appropriate channels.
- Meeting clients at the Airport or Cruise Ship terminal as required.
- Ordering, organizing and the documentation of welcome amenities for our clients.
- Making dinner, spa or golf reservation as required
- Other duties as directed or required.

## **Skills & Qualifications:**

- At least three years of previous relevant experience in the travel industry (preferably with a tour operator, wholesaler or Destination Management Company)
- Product knowledge of Canadian hotels, resorts and travel services
- Strong communication skills - experience in communicating with travel agents and their clients preferred.
- Excellent attention to detail and an understanding of a high level of customer service
- Ability to multi-task and meet strict deadlines in a fast-paced environment
- Able to take on a large workload seasonally and handle it adeptly
- Ability to work independently, as well as part of a team
- Fluency in the English language (written & spoken)
- Excellent time management and organizational skills
- Excellent communication skills via phone, writing and in-person
- High ability to manage change
- Poised, confident and decisive in pressure situations
- Proficiency in Microsoft Word, Excel, Internet and e-mail applications. Experience with Tourplan an asset.

If you are enthusiastic and passionate about providing exceptional experiences and looking for a challenging position, please forward your resume and cover letter to Sandra Towers at [careers@entreedestinations.com](mailto:careers@entreedestinations.com) by January 15<sup>th</sup>, 2019.

We regret that only candidates selected for interviews will be contacted.