

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: Operations Assistant, Alaska/Canada
Type of position: 2 x Seasonal, full-time positions, 40-hours per week, Monday to Friday
Dates of employment: April - September 2018
Location: These positions works from our Gastown office, Vancouver, B.C.

Job Description:

Assist the Operations Team with planning and operating individual and, at times, group travel programs throughout Canada and Alaska. A key component of this role is checking the details and catching any errors before they happen. Responsibilities will include regular communication with our suppliers, as well as general office duties and administrative support for our team.

Duties will include:

- Setting up the trip files (on line and hard files).
- Assisting the Operations Team with supplier bookings, reservations and confirmations
- Following up on missing or inaccurate confirmations.
- Reconfirming all services with suppliers for client's trips. This task goes beyond a simple phone or email. It is a review of every service component to ensure what Entrée has planned, what the supplier is providing and what the guest is expecting all match.
- Diarizing, maintaining and updating weekly on call grid and sending schedule to on call staff.
- Preparing Managers for on call duties by ensuring on call tablets are up to date and Managers are aware of any nuance or potential supplier issues (recording Meet and Greets, welcome amenities, boxed lunches, float planes, weather issues, parade or event issues, etc...).
- Reviewing travel documentation for accuracy and ensuring travel documents match confirmed services.
- Ordering, organizing, diarizing and arranging delivery of welcome and thank you gifts for guests and clients.
- Tracking inventory and recording expenses for welcome gifts and other purchases
- Being in touch with clients on behalf of Operations Managers:
 - to coordinate boxed lunch orders and forwarding orders to appropriate suppliers
 - to ensure we have appropriate forms, contact information, terms and conditions and credit card information
- Meeting and greeting guests at point of arrival (cruise-ship terminal, seaplane terminal, rental car agencies, and/or airport).
- Maintaining overall grid of travel dates
- Updating supplier lists with current numbers and contacts (beginning and end of season).
- Updating amenities programs including contacts and offerings
- Updating Operations Assistant Manual at end of season with new information and changes/updates from the season.
- Answering the telephone.
- General office duties as directed or required (may include preparing courier packages, data entry, filing, errands, etc...).
- Supporting other team members as required.

Skills & Qualifications required:

- Excellent attention to detail and an understanding of high-level customer service
- Strong organizational skills
- Previous travel industry experience is preferred

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

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- Product knowledge of hotels, resorts and/or travel services in Canada or Alaska is preferred
- Ability to multi task in a fast-paced environment
- Ability to work independently, as well as part of a team
- Proficiency in Microsoft Word, Excel, Internet and e-mail applications (experience with Tourplan is an asset)
- 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 by **February 12, 2019**.

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