

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: Seasonal Operations Coordinator, Canada
Type of Position: Contract from March to September 2019
Location: Vancouver office, located in Gastown.

Job Description:

The Operations Coordinator, Canada's 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 may cross-train with our Groups / Special Ops Department to manage programs which fall outside of the regular FIT model. The FIT Operations Coordinator 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.

Responsibilities will include:

- 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.
 - 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.
 - 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.
 - Polished and professional complaint resolution

134 ABBOTT STREET, 7TH FLOOR, VANCOUVER, BC V6B 2K4
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- 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:
 - Finessing unique, safe and luxurious experiences that create memories, stories and legends
 - Creating or delivering special "touches" or wow factors during client's trips
 - Ordering, organizing, diarizing and arranging delivery of welcome and thank you gifts for guests and clients (for all Canada FIT trips)
 - Tracking inventory and recording expenses for welcome gifts and other purchases
- Providing the Documentation Department with the information to prepare all travel documentation.
 - Providing complete files with accurate information
- Sharing product knowledge, supplier feedback with Operations team or Sales and Product as needed.
- Completing all aspects of the operations process for Special Ops programs

Skills & Qualifications Required:

- 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 Tour plan an asset.

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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
- 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 with lots of variety and a fun, supportive team, please forward your cover letter and resume to:

careers@entreedestinations.com by **April 28th, 2019**.

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

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