

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: Sales Manager / Travel Designer, Canada
Type of Position: Full Time – 40 hours a week. Shared afterhours/weekend on call support.
Location: Remote Location across Canada OR office located in Vancouver, BC.

Job Description:

Reporting to the Director of Sales, the Sales Manager / Travel Designer will service our clients by managing inquiries, listening closely to our client's wishes and designing customized proposals for FIT travel packages. Service to our clients is our top priority. The Travel Designer's role does not stop when our client purchases a trip – it is our goal to delight our clients throughout the booking and preparation stages as well as providing a supporting role to the Operations Manager while the trip travels.

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.

Responsibilities will include:

- Completing all aspects of the sales process for FIT travelers – receiving and managing leads, qualifying clients, preparing quotes/proposals, following up to complete the sale.
- Becoming an expert on Entrée Destinations' collection of products/services and researching new products and services as needed.
- Preparing costings and proposals for clients considering an itinerary.
- Checking availability of services & products with suppliers.
- Respecting and enhancing our strong supplier partnerships.
- Working with the Operations department on file turnovers once trip is sold while maintaining responsibility for all costs to clients.
- Communicating with clients and supporting them throughout the trip preparation process (qualifying, follow-ups, answering questions, etc.) and maintaining 'account manager' relationship with client throughout the booking and operations process.
- Representing Entrée Destinations at industry functions and trade shows.
- Shared On-call duties weekends and evenings while guests are travelling.
- Other duties as required by company and DOS.

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Skills & Qualifications required:

- At least three years of previous relevant sales experience in the travel industry (preferably inbound tour operator, travel advisor, wholesaler or DMC experience, hotel sales also acceptable) OR other seasoned luxury hospitality professional experience (i.e., hotel concierge, high level customer service at resort or lodge) will be considered.
- Product knowledge of coast-to-coast Canadian hotels, resorts, wilderness lodges and travel services is required with a preference for candidates with strong Eastern and Atlantic Canada knowledge.
- Ability to display strong knowledge of Canadian luxury/experiential travel and the luxury/experiential traveler.
- Proficiency in Microsoft Office (i.e., Microsoft Word, Excel, Outlook, and Teams). Tourplan experience is an asset.
- Ability to work independently, as well as part of a team. Ability to work under remote leadership and with a semi-remote team.
- For remote candidates: proven experience excelling in a remote work setting.

Who you are:

- You are passionate about Canada and about a service culture. You are brimming with enthusiasm to share your passion with others.
- Your career motivation is to design Canadian trips and share your favourite parts of our country with others.
- Your experience as an expert in Canadian travel tells a story.
- You've demonstrated your outstanding communication skills, powerful collaboration skills, exceptional organization skills, good time management skills, self-discipline, and accountability in every position you've held.
- You have good problem-solving skills and the ability to think creatively.
- Your command of the English language (written & spoken) is strong, and you take pleasure in showcasing your skill in your verbal and written communication.
- You love to be busy, and days fly by while you're aptly managing multiple priorities and deadlines.
- You've proven your ability to meet deadlines while working in a reactive setting.
- You're a storyteller who exudes confidence, authenticity, and grit.
- You demonstrate attention to detail and a passion for delivering to the highest service standard.

What We Offer

- An opportunity to join an internationally acclaimed luxury travel company with 27 years of success.
- A purpose-led organization, treating each other with the same level of integrity and care as our guests.
- Paid time off (wellness days)
- Health and Dental Benefits employer/employee cost share
- 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 or the ability to work remotely.

In case you haven't noticed, our purpose matters to us, governing how we do our jobs. From the Accounting Team to the Sales Managers / Travel Designers, 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 a fun & dynamic company then please forward your resume and cover letter to careers@entreedestinations.com.

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

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