

# 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 unimaginable journeys for our guests. Our [Purpose](#) means something to us, and our focus '*Touch the Guest*' is behind everything we do.

**Position:** Travel Operations Assistant  
**Type of position:** Seasonal, full-time position, 40-hours per week, Monday to Friday  
**Dates of employment:** April to end of August 2024  
**Location:** Gastown office, Vancouver, B.C.  
**Wage:** \$17-\$19/hour depending on experience

## **Job Description:**

Assist the Operations Team with planning and operating individual and, at times, group travel programs throughout Canada and/or 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 partially remote team.

## **Duties will include:**

- Adding sold trips to the shared Trip Calendar.
- Reconfirming all services with suppliers to ensure what Entrée has planned is what the supplier is providing, and what the guest is expecting – with some exceptions, reconfirmations should be handled via phone-calls 3 to 5 days prior to service.
- Assisting the Operations Team with supplier bookings, reservations, and confirmations.
- Taking initiative to resolve missing or inaccurate confirmations – alert Operations Manager of anything incorrect that cannot be resolved quickly.
- Preparing Managers for on call duties by ensuring Managers are aware of any nuances or potential supplier issues and recording these on the Trip Calendar (includes Meet and Greets, Welcome Amenities, boxed lunches, float planes, weather issues, parade or event issues, etc.).
- Order, and arrange Welcome Amenities or guest specific thoughtful gifts (within budget) – includes confirming the total cost of the amenity after delivery fees, gratuity, and taxes.
- Tracking inventory and recording expenses for welcome gifts and other purchases - includes collecting receipts or folios and logging information.
- Being in touch with Suppliers on behalf of Operations Managers:
  - to coordinate boxed lunch orders and forwarding orders to appropriate suppliers
  - to ensure we have appropriate forms, contact information, and payment information.
- Updating Amenity 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.
- Supporting other team members as required

The Travel Operations Assistant's main priority is performing accurate supplier reconfirmations. Reconfirmations should be handled 3 to 5 days prior to service (with some exceptions, like car rentals, these can take place even earlier). The bulk of reconfirmations should be handled by phone and the assistant should log: the date, who they spoke to, and items of note (for example, confirmed payment terms, confirmed late check-out, corrected transfer departure, etc.). At peak season, you may find that some suppliers prefer to reconfirm by email. If that is the case, then the assistant should email far enough in advance to provide adequate response time (email 5 days out instead of 3, for example). Other duties become secondary if the Assistant finds they need more time to finish reconfirmations but should notify their immediate supervisor when that is the case.

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## Skills & Qualifications required:

- Excellent attention to detail and an understanding of high-level customer service
- Previous desk-job/computer job experience
- Strong organizational skills
- Previous travel industry experience is preferred
- Product knowledge of hotels, resorts and/or travel services in Canada and/or Alaska is preferred
- Ability to multitask 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)

## What we offer:

- An opportunity to be part of a growing internationally acclaimed luxury travel company with 30 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 rooftop deck and views of Burrard Inlet and the North Shore Mountains. Close to SkyTrain, West Coast Express, and loads of restaurants.
- A commitment to company culture.
- For those growing their careers, an opportunity to learn the inside scoop of how a leading travel company delivers exceptional guest experiences.
- Access to tourism perks as they apply to all Entrée staff.

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, each and every one of us drinks the champagne (it's so much better than Kool-Aid!) and hope that you would too.

We delight in providing service to our clients and to each other. If you would like to be part of a hard-working team with a strong, supportive (mostly remote) culture please send in your resume and cover letter to [careers@entreedestinations.com](mailto:careers@entreedestinations.com) by **February 15, 2024**

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

**\*\*Check-out our new product line, The Stories of Canada: [The Stories of Canada | Entrée Destinations](#) \*\***