

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: Group Sales and Operations Manager
Type of Position: Full Time – 40 hours a week, Monday to Friday. Limited after-hours/weekend on-call support.
Start Date: March/April
Location: Vancouver office, located in Gastown, with possibility of remote or hybrid part remote/part office. Position must be Vancouver based.

Job Description:

The Group Sales and Operations Manager will collaborate closely with the Senior Group Sales and Operations Manager and report to the Director of Sales. This position will service our clients by managing leads, listening closely to our client's wishes and designing and delivering customized group proposals and programs. Service to our clients is our top priority. From a program's inception through the on-site delivery and post program billing – it is the Group Sales and Operations Manager's job to delight our clients.

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.

The position's focus will primarily be Canada but Alaskan operational experience is an asset.

When Group demand is less high, this position pivots to FIT Sales Manager, working as part of our FIT Sales Team.

Responsibilities will include:

- Completing all aspects of the sales process for Group programs (and FIT programs when Group demand is less high. Note: this could be several months of the year.) Receiving and managing leads, qualifying clients, listening to client's needs, preparing customized quotes/proposals and following up to complete the sale.
- Becoming an expert on Entrée Destinations' collection of products/services and researching new products and services as needed.
- Becoming an expert on Group venues and group programming within Vancouver, Whistler, Victoria and Pacific Coast, the Rockies and Alaska and FIT suppliers and programming across Canada.
- Preparing costings and proposals for clients considering an itinerary.
- Checking availability of services & products with suppliers.
- Respecting and enhancing our strong supplier partnerships.
- Supporting other team members and sharing the workload equitably: this includes Group & FIT Sales, Group & FIT Operations and on-call duties.

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- Completing all aspects of the operations process for Group programs - including, but not limited to: hiring and contracting on-site staff, booking and confirming all services, determining and managing logistics, preparing operational notes and managing the program on-site.
- Post program billing and follow up
- Representing Entrée Destinations at industry functions.
- Other duties as required by the company which may include FIT Operations in peak season, contracting suppliers, preparing client documents, preparing costings, loading rates and services into our tour operations data-base.

Skills & Qualifications required:

- Three years of previous relevant group sales and operations experience in the travel industry (preferably inbound tour operator, wholesaler or DMC experience) is preferred. Experience must include preparing budgets/costings and responsibility for delivering/operating group programming.
- Proficiency in Microsoft Word, Excel, Internet and e-mail applications. Tourplan experience is an asset.
- Product knowledge of Canadian resorts, wilderness lodges and travel services is required. Product knowledge of Alaskan resorts wilderness lodges and travel services is an asset.
- Good problem-solving skills and the ability to think creatively
- Fluency in the English language (written & spoken)
- Ability to multi-task at a fast pace
- Ability to work independently, as well as part of a team
- Excellent attention to detail and a passion for delivering to the highest service standard

What we offer:

- An opportunity to join a growing internationally acclaimed luxury travel company with 28 years of success.
- A [purpose-led organization](#), treating each other with the same level of integrity and care as our guests.
- Flexible hours within a core structure.
- Health and dental benefits (employer/employee cost share).
- 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 restaurant combined with the possibility of working remotely.
- A commitment to company culture. We have an employee-led social team.

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.

If you are an enthusiastic & committed individual, looking for a challenging position with lots of variety, interesting clients and a fun, supportive team, please forward your cover letter and resume to: careers@entreedestinations.com prior to **February 22nd, 2022**.

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

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