

# 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:** Operations Assistant, Alaska  
**Type of position:** Seasonal, full-time position, 40-hours per week, Monday to Friday  
**Dates of employment:** April (flexible start date) through August 2022  
**Location:** This position works from our Gastown office, Vancouver, B.C.  
**Rate:** \$16 - \$18/hr. depending on experience

## Job Description:

Assist the Operations Team with planning and operating individual and, at times, group travel programs throughout 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:

- Setting up trip files online
- 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.
- Ensuring all trips are diarized and added to the trip calendar
- Preparing Managers for on call duties by ensuring 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 payment information
- 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
- 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 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 28 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 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.

To be considered for this position, please forward your cover letter and resume to: [careers@entreedestinations.com](mailto:careers@entreedestinations.com) by **March 21, 2022**.

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](#) \*\***