

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: Senior Manager, Groups and Special Operations (*we are open to applicants interested in future departmental leadership and increasing the capacity of our groups department*)
Type of Position: Full Time, 40 hours a week, Monday to Friday. Some after-hours/weekend on-call responsibility
Start Date: November 2022 – January 2023
Location: Vancouver office, located in Gastown, with possibility of remote or hybrid (part remote/part office). Position must be Vancouver-based.
Salary: Competitive salary range will depend on experience

Job Description:

Reporting to the President, with support from the Director of Sales and the Director of Operations, the new Senior Manager, Groups and Special Operations will collaborate closely with the current Senior Manager, Groups and Special Operations and work together as a team. This position will service our clients by managing leads, listening closely to our client's wishes and planning, 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 Senior Manager, Groups and Special Operations' 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.

Should group demand be slow in a particular time period, this position pivots to FIT Sales Manager, working to support our FIT Sales Team.

Responsibilities will include:

- **Completing all aspects of the sales and planning 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, costings and proposals and following up to complete the sale.
- Being an expert on Entrée Destinations' collection of products/services and researching new products and services as needed.
- Being an expert on group venues and group programming within Vancouver, Whistler, Victoria, the Pacific Coast, the Rockies and FIT suppliers and programming across Canada. Group sales and operations knowledge (i.e., group venues, guides, suppliers, activities, transportation and logistics) of Alaska and other Canadian destinations will be considered an asset.
- Working together to improve standardization and efficiency of group sales and operations, creating templates, training materials and replicable and scalable sales and operations systems. Checking availability of services and products with suppliers.
- Respecting and enhancing our strong supplier partnerships.
- Supporting other team members and departments as needed and appropriate.

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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 supporting FIT Operations in peak season, contracting suppliers, preparing client documents, preparing costings, loading rates and services into our tour operations database.
- Inspiring trust and confidence from our clients in all circumstances.

Skills & Qualifications required:

- A minimum of eight years of previous relevant group sales and operations experience in the travel industry. Inbound tour operator, wholesaler or DMC experience is preferred.
- Experience must include responsibility for designing, developing, planning, selling and delivering/operating group programming; overseeing group tariffs and contracts; preparing budgets/costings and contracts; developing and negotiating client and supplier contracts.
- Proven logistical expertise in successfully designing and delivering group programming.
- General technology literacy and confidence is required with strong proficiency in Microsoft Word, Excel, Outlook, Teams and internet browsing 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 prioritize and thrive at a fast pace with multiple tasks and conflicting priorities.
- Ability to work independently, with technology and with job duties, as well as part of a team.
- Ability to thrive in a hybrid environment, working with remote teams and management.
- 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.
- 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 and to supporting each other. "It's not my job", does not exist at Entrée Destinations.

If you have the experience we're seeking, and you consider yourself an enthusiastic and committed individual who likes to roll up your sleeves and get things done – this is a challenging position with lots of variety, interesting clients and a fun, supportive team. **To apply, please forward your cover letter and resume to: careers@entreedestinations.com.**

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](#) **