

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: Sales and Operations Manager, Groups and Special Ops
Type of Position: Full Time, 40 hours a week, Monday to Friday. Some after-hours/weekend on-call responsibility.
Or, hourly rate, working as required by the business.
9 month to 1 year contract with opportunity for permanent
Start Date: November 2025
Location: Vancouver office located in Gastown, remote or hybrid (part remote/part office). Position must be Vancouver-based.
Salary: \$70,000-\$90,000 (or equivalent hourly rate) plus company performance bonus

Job Description:

Reporting to the Director of Sales and Director of Operations, the Sales and Operations Manager, Groups and Special Ops will collaborate closely with the current Senior Manager, Groups and Special Ops and work together as a team. This position will service our clients by sourcing and increasing group business, managing inquiries 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 Sales and Operations Manager, Groups and Special Ops' job to delight our clients.

We are proud to be Destination British Columbia's preferred luxury supplier for the **FIFA World Cup 2026™** and expect this position to be engaged in designing and delivering programming in relation to the World Cup, as well as more regular Entrée Destinations groups and special ops business. And when we say regular, our definition of regular means customized luxury programming for large (or large budget!) family reunions, corporate incentives, royal families with staff and security detail, celebrities, politicians or tech founders, and more...

Responsibilities will include:

- Collaborating with DOS and President to increase groups business.
- **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, preparing customized quotes, costings and proposals, following up to complete the sales, adjusting costs during and post travel.
- Being an expert on Entrée Destinations' collection of products/services in Canada and Alaska and researching new products and services as needed.
- Being an expert on group venues and group programming within Alaska, 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 other Canadian destinations will be considered an asset.
- Working together with team to improve standardization and efficiency of group sales and operations, creating templates, training materials and replicable and scalable sales and operations systems, using technology where appropriate.
- 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, which may include supporting FIT sales.
- **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.

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- 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 five years of previous relevant group sales and operations experience in the Canadian and Alaskan 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 in Canada and Alaska; 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 in Canada and Alaska.
- Product knowledge of Canadian and Alaskan resorts, wilderness lodges and travel services is required.
- General technology literacy and confidence are required with strong proficiency in Microsoft Word, Excel, Outlook, Teams and internet browsing applications. Tourplan experience is an asset.
- Ability to prioritize and thrive at a fast pace with multiple tasks and conflicting priorities.
- Excellent communication skills, in English, via phone, writing and in-person.
- Ability to work independently, with technology and with job duties, as well as part of a team and thrive in a hybrid environment, working with remote teams and management.
- Ability to build and maintain client relationships.

Who you are:

- You are passionate about Canada and Alaska. You are brimming with enthusiasm to share your passion with others.
- You understand service culture and enjoy designing and delivering the details to the highest standards.
- You've demonstrated your outstanding communication skills, powerful collaboration skills, exceptional organizational skills, good time management skills, self-discipline, and accountability in every position you've held.
- You love logistics, you know transportation, you've hired bands, managed buyouts, managed manifests and rooming lists, written briefing notes and time schedules, you have good problem-solving skills and the ability to think creatively.
- You like to use technology to help improve your efficiency and you're keen to bring technology into your workplace.
- 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 exude confidence, authenticity, and grit.

What we offer:

- As Destination British Columbia's preferred luxury partner for **FIFA World Cup 2026™** we offer the opportunity to be a part of the action as Vancouver hosts 7 World Cup games.
- In addition to the opportunity to join a growing internationally acclaimed luxury travel company with 31 years of success, we are proud to offer a competitive compensation package including a RRSP matching program, opportunities for bonus, extended health and dental care (employee/employer cost share), paid or banked overtime and paid time off.
- Entrée Destinations believes in and supports work/life balance, hybrid or remote working opportunities and a flexible work schedule.
- Best of all, we're a strong, passionate and supportive team who like working together. We have a commitment to company culture and to supporting each other. "It's not my job," does not exist at Entrée Destinations.
- Entrée Destinations is a place of inclusivity. We believe in fostering and maintaining a workplace where all are welcome, regardless of race, colour, ancestry, political beliefs, religion, marital status, family status, physical or mental disability, sexual orientation, gender identity/expression or age.

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.