

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: Early April to end of August 2026. *Note: part-time in April to work around exams is acceptable.*

Location: Gastown office, Vancouver, B.C.

Wage: \$18 -\$20/hour depending on experience

Job Description:

The Travel Operations Assistant plays a vital behind-the-scenes role in ensuring every Entrée journey runs seamlessly from start to finish. Working closely with the Operations team, this position is responsible for confirming and validating services with our trusted supplier partners, ensuring that what has been thoughtfully planned aligns precisely with what is delivered on the ground. With a strong eye for detail and a proactive mindset, the Operations Assistant helps safeguard the guest experience by identifying discrepancies early, supporting smooth handovers to on-call managers, and contributing to the operational rhythm that allows our guests to travel with confidence and ease.

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

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)

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www.entreedestinations.com

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What we offer:

- An opportunity to be part of a growing internationally acclaimed luxury travel company with 32 years of success.
- 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.
- 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.
- 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
- 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.

In case you haven't noticed, our purpose matters to us, governing how we do our jobs. From the Finance 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, **to apply, please forward your cover letter and resume to: careers@entreedestinations.com by February 18th**. We regret that due to the volume of applications, only candidates selected for interviews will be contacted.