

ENTRÉE DESTINATIONS

Position: **Product Loading and Costing Coordinator**
Type of Position: Full Time – 40 hours a week, Monday to Friday.
Location: Home office for the right candidate, or Vancouver BC, Canada
Reports to: Business Systems and Technology Manager (BSTM)
Salary Range: \$43,000 - \$53,000 plus company bonus **The higher end of this range is only offered to candidates with required experience in these specific duties at other companies.*

Product Costing, Loading and Data Administration

- Load and maintain up to date contracted rates within our tour operator software to meet or exceed internal service standards and the needs of collaborating departments.
- Input contracted rates into Excel and build costing sheets, writing formulas to cost our products.
- Identify when contract, rate, or service changes may impact operations or guest experience, and flag when text needs updating or a supplier needs to be contacted.
- As directed, build and update pre-costed, packaged modules in the database.
- Re-cost website packages in the database as required following supplier or pricing changes.
- Load and maintain supplier information, keeping our supplier database current.
- Write, re-write or update text, load text and images into the database.
- Maintain our database of suppliers and clients in collaboration with the Product Team.
- In collaboration with contracting, support the collection of contracts and supplier agreements.
- Support the Product and Product Loading Team as required to meet internal service standards and for optimum service to our internal and external clients
- Support Product to ensure days at leisure and dining text are updated seasonally and annually as required.
- Support BSTM as required.

Product Support, On-demand Loading Requests and Troubleshooting

- Action product loading on demand requests from Sales and Operations in a timely manner, following the loading priorities set by the Director of Product.
- Troubleshoot sales requests related to product and rates (for example, missing services, rate discrepancies, or quoting issues), resolving them directly or escalating as needed.
- Troubleshoot finance team requests related to product, rates or invoices. Finding solutions to discrepancies. Bring discrepancies to BSTM for permanent solutions.
- Create the required lines for new and updated pre-costed modules (PCMs) under direction of Director of Product.
- Assess all changed rates and services for their impact on PCMs and update accordingly.
- After supplier changes to rates or services, make updates in operating software then run the required reports to identify trips affected and inform impacted departments.

Culture of Excellence and Team Support

- Follow Product Team processes, manuals, and training materials, and suggest improvements based on hands-on experience.
- Participate in weekly Product Team meetings.
- Assist team members with work overflow as required.



Skills and Qualifications required

- Experience with data entry into a software system
- Demonstrated experience in excel, an understanding of formulas and an aptitude for numbers
- Once tasks have been established a proven ability to work independently under remote leadership
- Meticulous attention to detail and strong organizational skills.
- Self-starter, keen to take initiative, and eager to learn.
- Must enjoy working on similar tasks for extended periods of time while managing conflicting priorities in a fast-paced environment
- Ability to complete projects within set timelines
- Fluency in the English language (written & spoken)
- A passion for delivering to the highest service standard
- Product knowledge of Canadian & Alaskan destinations, hotels, resorts, wilderness lodges, & travel services is preferred
- Tourplan (tour operator software) experience is an asset
- Proficiency in Microsoft Word, Internet, and e-mail applications

What We Offer

- An opportunity to be part of a growing internationally acclaimed luxury travel company with 32 years of success.
- 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.
- RRSP matching program
- Extended health and dental benefits (cost-shared)
- Paid time off
- Flexible scheduling and hybrid work opportunities for the right candidate
- A supportive and inclusive workplace culture
- 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 committed to fostering a workplace where all are welcome, regardless of race, ancestry, political belief, religion, family status, disability, sexual orientation, gender identity or expression, or age.

How to Apply

If you are an enthusiastic & committed individual, looking for a challenging position with lots of variety and a fun, supportive team, please forward your cover letter and resume to: careers@entreedestinations.com by **November 4, 2026**.

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