

TOUNDRIGO

Job Offer | Operations Supervisor USA

Description

(Please note that the text is gender neutral)

The Toudrigo group is the lifelong dream of a group of adventurers that have turned their passion into a business. Our travel group is comprised of 5 defined and distinct brands that operate small group adventure tours, group, FIT and incentive travel.

Today we are recruiting an Operations Coordinator for our small group adventure travel brand called Windigo.

The operation's supervisor is the heart of everything we do. In constant communication with service providers and tour leaders alike, they see to the flawless execution of our products on the ground. With the help of their manager, they will use their attention to detail, boundless energy and high expectation to good use making sure everything we do is done well.

What we'll love is your dedication, minute planning and attention to detail.

General Responsibilities

Job Description :

- Supervise the Operations team and train them on tools and procedures.
- Identify the strengths and weaknesses of the members of the operation's team
- Verify and validate conformity of trip dossiers built by product team
- Make sure programs are run in accordance with quoting.
- Manage booking request and confirmations on the different dossiers
- Supervise the completion of all necessary reservations to run a program
- Build trip dossiers into our reservation system
- Send all necessary reservation requests to the different service providers (hotels, activities, restaurants)
- Follow up with all service providers according to modifications, cancelations, or late bookings
- Build/review/update the specific day by day descriptions of the trip
- Help to solve problems when unforeseen event force us into plan B
- Prepare all relevant document for the tour leader
- Help to answer and solve all and any on the ground or post trip traveller issue
- Manage the tour leader's budget
- Manage the on-call emergency phone on certain weeknight and weekends
- All other necessary tasks

Necessary Skills

TOUNDRIGO

- Audacity and Initiative, here at Toundrigo everyone has a say in how we want to grow the company
- Love to work as a team. Ability to connect with the different brands and your immediate team.
- Ability to prioritise tasks, anticipate and optimise your workflow
- Knowledge of the destination and tourism offer in North America
- Attention to detail, good planning skills and minutia
- Resourcefulness and an ability to manage high volume during operation season and work under pressure.

Qualifications

- Bilingualism (English / French)
- Proficient with excel suite
- Degree in tourism (is an asset)
- Minimum of 3 years of experience in tourism or another relevant field

Advantages

- Collaborative workplace
- Organised social activities
- Fam Tours (conditions apply)
- Preferred rates with our service providers (conditions apply)
- Group Insurance (after 3 months)
- Close to public transit options
- Working from home available (conditions apply)

Job summary

- Start date: as soon as possible
- Schedule: Full time, 40Hrs/week
- Job Type: Permanent, 3-month trial period
- 2 weeks paid holiday
- Job Location: Montréal / Alberta / British Columbia

To apply : hr@toundrigo.com