

TOUNDRIGO

Job Offer | Operations Coordinator

Description

(Please note that the text is gender neutral)

The Toundrigo 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 coordinator 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 :

- Verify and validate conformity of trip dossiers built by product team
- Manage booking request and confirmations on the different dossiers
- 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 events 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 issues
- Manage the tour leader's budget
- Manage the on-call emergency phone on certain weeknight and weekends
- All other necessary tasks



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Necessary skills

- 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 offers in North America
- Attention to detail, good planning skills and minutia
- Ressourcefulness and an ability to work under pressure

Qualifications

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

What we offer

- 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 months of probation
- 3 weeks paid holiday
- Job location : 400 avenue Atlantic, Suite 800, H2V 1A5 Montréal - Outremont

