



# 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, that would oversee the activities related to our clients.

The operation's coordinator is the heart of everything we do. In constant communication with service providers, travel agencies and tour leaders, 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 like about you is your pronounced sense of planning and attention to detail.**

### General Responsibilities

#### *Job description:*

- Verify and validate the conformity of confirmed files
- Manage booking request and confirmations from our different clients
- Build projects in 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, cancellations, 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 and briefing/debrief with guides
- Oversee the work of tour leaders under your responsibility
- Take part of tour leader's training
- Help to answer and solve all and any on the ground or post trip traveller issues
- Manage the tour leader's budget
- Take part in recruiting guides (interviews) and sending out guide's schedule proposal
- 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
- Can handle stress and difficult conversations
- Ability to prioritise tasks, anticipate and optimise your workflow
- Excellent interpersonal skills and good listening skills
- A taste for challenge and optimising results
- Adaptability: we're looking for someone who can manage several projects at the same time
- Resourcefulness and an ability to work under pressure
- Ability to adapt to a constantly changing environment
- Understand the expectations and needs of those you are dealing with
- Knowledge of the destination and tourism offers in North America, more specifically Canada
- Attention to detail, good planning skills and minutia

## Qualifications

- English speaker (if you speak French is 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

### *Essential benefits*

- An open and collaborative work *environment*
- A flexible remote work policy in agreement with the manager
- Attractive group insurance
- A minimum of 3 weeks annual paid holiday

### *But also*

- Destination training available to all employees without exception
- Opportunities for advancement in your position or within the company
- A free day off every year on your company anniversary (the Toundribirthday!)
- A "travel credit" kitty for travel at preferential rates

## Job summary

- Start date: Waiting for a position to open
- Schedule: Full time, 40hrs/week
- Job type: Permanent, 3 months of probation
- 3 weeks paid holiday



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- Job location: Our main office is Montreal but work from home is possible. We have an office base in Alberta during the peak season (from May to September).

*The Toundrigo Group is committed to employment equity and has an employment equity program for women, Aboriginal people, visible minorities, ethnic minorities and persons with disabilities.*

To apply: [rh@windigo.travel](mailto:rh@windigo.travel)



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