

OPERATIONS & FLEET/BUS YARD ASSISTANT Job Description

ABOUT DISCOVER CANADA TOURS

Discover Canada Tours specializes in providing the best travel experiences in Western Canada through continuously developing **innovative year-round tours**. We focus on adventurers of all ages by committing to providing our guests with unforgettable adventures for the best value. **Our adventurers are always our top priority**, and we strive to give each of them the time of their lives.

Founded as a division of Uniglobe Specialty Travel in 2005, DCT is a **family-owned and operated business located in downtown Vancouver**. Over the years, we have evolved to accommodate a diverse array of adventurers from all corners of the world. Our portfolio of brands and collections include Day Tours Collection, Extraordinary Experiences Collection, West Trek, Destination Snow and Discover Canada Student Adventures.

Discover Canada Tours is an equal opportunity employer. All employment decisions are based on qualifications. Decisions are made without regard to race, color, national origin, ancestry, sex, gender, gender identity or expression, sexual orientation, age, genetic information, religion, disability, medical condition, pregnancy, marital status, family status, veteran status, or any other characteristic protected by law.

WORKING WITH THE GREEN TEAM

Be part of a team of experienced guides and support staff who are **enthusiastic** about showing off the best areas of Western Canada and beyond, while bringing your personal touch to each adventure! Every member has their **favourite tour and destination**. **Do you want to discover yours?**

If you're a **hard worker who loves to travel** and have fun, look no further. As a full-service travel management company, we offer **excellent travel perks for you and your family**, in addition to a **fun, multi-national team environment** with plenty of opportunities for advancement. We are looking for passionate people who bring a **commitment to excellence and teamwork** to join us. We also offer:

- **Travel** on all of our tours and FAMs with our activity suppliers
- Discounts on **personal travel**
- **Team events** and excursions
- Working in a family-owned company that is constantly **innovating and evolving**
- **Multi-national** team
- **Competitive wage**
- **Training** - be constantly learning
- An open, friendly and energetic work environment where **every voice is heard**

HOW TO APPLY

Please forward your resume and cover letter to the Operations Manager:
graham@discovercanadatours.com. **No phone calls, please.**

EXPECTATIONS & ATTRIBUTES

Reporting to the **Operations Manager and Fleet Supervisor**, the **Operations and Fleet/Bus Yard Assistant** will be primarily responsible for **ensuring that all equipment and supplies at the bus yard is prepared** for the upcoming tours and kept in an orderly manner. They will ensure the buses are clean and prepared for the daily tours and also **assist the Operations Team** in preparing all of the tour information and supplies for the Tours and Tour guides.

- **Job Type:** Part-Time / Entry level / Co-op in Vancouver office or yard
- **Schedule:** Shift work - Monday to Friday and occasional weekend days. Starting time will vary depending on tour departures, but will typically be from 7:30 AM - 3:30 PM
- **Passion** to take full ownership of your position and take opportunities to a new level
- Willingness to go **above and beyond**
- A **strong communicator**, enthusiastic, optimistic, accommodating, energetic, verbal and active within a team environment. Strong command of **English**.
- Ability to influence while building friendly and **positive relationships**
- A terrific **collaborator**, able to partner effectively across teams to arrive at the best solutions
- Able to thrive in environments with a certain amount of ambiguity and that evolve rapidly in response to a **changing external environment**

- Must be **results-focused**, have attention to detail, excellent organizational skills, able to meet tight deadlines and work well under pressure
- Enjoy working independently, creative, strategic, loves **thinking outside the box**
- Self-motivated and positive, **professional approach** to customer service
- Commitment to the **company's objectives and values**
- A **great colleague** - the kind of person people love working with, open to sharing your experience with and seeking growth opportunities from others

REQUIREMENTS

- **High School diploma is required**
- College diploma or University degree is an **asset**
- Experience in the Travel & Tourism industry is an **asset**

SPECIFIC RESPONSIBILITIES

Operations Support

- Assist with maintaining the inventory of tour supplies, equipment, clothing etc. Ensuring that everything is returned in a timely manner and taking action for any missing items.
- **Winter** - Responsible for organizing and packing clothing and snowshoe rentals. Loading and unloading bags of clothes or snowshoes on the correct bus and making sure equipment is not damaged, lost or dirty when back.
- **Summer** - Responsible for organizing, packing and cleaning camping equipment. Loading and unloading camping gears on the correct bus and making sure equipment is not damaged, lost or dirty when back.
- Assist with managing on-tour/activity food inventory, doing supply shopping and vehicle packing.
- Assist with organizing and running client BBQ's. Purchasing foods and drinks, packing and cleaning BBQ supplies. Helping with sporting events, and other special events.
- Assisting with tour bag preparation and performing quality checks, ensuring inventory for tickets, vouchers etc are in the bag. Post-trip, ensure the bags are returned and nothing is lost/missing.
- Assisting with stocking vehicle inventory as per fleet supervisor's instructions.
- Assisting with very minor vehicle maintenance that doesn't involve driving (Ex. topping up various fluids).

- Keeping all areas that DCT occupies clear of debris and garbage.

Fleet Cleaning and maintenance

- Cleaning the vehicles 4 times a week based on the instructions from the Fleet supervisor and vehicle usage.
- Assisting with the detailing team in ensuring the vehicles are clean inside.

Tour Departures

Bring all of the required tour information and supplies to the departure location on the days assigned. Assist the tour guide with checking guests in, getting waiver forms signed, contacting any guests that have not arrived, managing the crowd of passengers, etc.

Tour Guiding

Opportunities to assist on leading certain tours and activities will be available. These duties will fall under a tour guide contract should you qualify and choose to participate in them.

OUR CORE VALUES

- **Live the Adventure**

Work hard, Play Hard attitude to all life's adventures.

- **Teamwork is Dreamwork**

Working as an accountable and collaborative team allows us to achieve the impossible. When our goals are achieved we celebrate together!

- **Go the Extra Mile**

Our Adventurers come first so we aim to give them the "time of their lives" on our trips. We are committed to going above and beyond to achieve this belief.

- **Have Fun Doing It**

We believe in the importance of a well balanced and healthy lifestyle. Life is an adventure and we should be having a fun time living it.

- **Be Good, Do Good**

We are committed to initiatives benefiting society, the environment, local residents and economy, all while preserving the destinations in which we travel.

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