

TRAVEL EXPERIENCES SPECIALIST or COORDINATOR (GROUP TRAVEL) - 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
- Discounts on **personal travel**
- **Team events** and excursions
- Working in a family-owned company that is constantly **innovating and evolving**
- **Multi-national** team
- **Competitive salary** and benefits package
- **Annual training** - be constantly learning
- An open, friendly and energetic work environment where **every voice is heard**
- **Flexible** working arrangements

HOW TO APPLY

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

EXPECTATIONS

Reporting to the **Product Manager**, the **Travel Experiences Specialist/Coordinator (Group Travel)** will be primarily responsible for **developing custom group quotes** and providing **ongoing support to clients and suppliers** by responding to inquiries independently, professionally and promptly. The Specialist/Coordinator will also assist the Product Manager and Director with the **ongoing development of the scheduled Multi-Day Tours**.

- **Job Type:** Full-Time & Hybrid Position
- **Schedule:** Monday - Friday | 9am - 5:30pm OR 8:30am - 5:00pm PST
- Excellent **destination knowledge** is strongly preferred
- Ability to be **proactive, plan, organize**, set priorities and manage processes efficiently on a daily basis
- Must be **results-focused**, have excellent **attention to detail** and organizational skills, and be able to meet tight deadlines and work well under pressure
- Successfully **manage multiple clients** and their travel requests
- Self-motivated, positive and professional approach to **customer service**
- **Specialist:** Minimum 3-5 years experience in the Travel Industry specifically Group Travel (preferred)
- **Coordinator:** Minimum 1-2 years experience in the Travel Industry specifically Group Travel (preferred)

ATTRIBUTES

- A passion to take full ownership of your position and take opportunities to the **next level**
- Willingness to go above and beyond and be a **dynamic team player** within the organization
- A **strong communicator**, enthusiastic, optimistic, accommodating and active within a team environment. Strong command of English
- Ability to influence while building **friendly and positive** relationships
- A **great collaborator**, able to partner effectively across teams to arrive at the best solutions
- Ability to **thrive** in environments with a certain amount of ambiguity and that evolve rapidly in response to a changing external environment
- Enjoy working independently, be **creative**, strategic, and think outside the box
- Commitment to the company's **objectives and values**
- A **great colleague** - easy to work with and open to sharing your experience and seeking growth opportunities with others

SPECIFIC RESPONSIBILITIES

Custom Tour Quoting & Product Development

- Share your love of Canada through the creation of custom tour proposals
- Collaborate with the Product Manager and Sales department in a strategic growth plan for group sales, including customer service standards, advance sales strategy
- Be one of the first points of contact for incoming group inquiries
- Generate new group business for all divisions by creating exceptional and competitive group proposals based on client requirements and budget
- Using extensive knowledge of geographical information for Western Canada and Washington & suppliers throughout Canada to build unique itineraries and packages that will impress customers, in consultation with the Product Manager
- In consultation with the Product Manager, utilize pricing template and research similar products to set prices that will provide good value to the clients while meeting the company's targets
- Load custom tours onto a booking system as needed
- Collaborate with Sales team to ensure partner and account relationship is managed effectively

- Work with existing clients to assess needs and present tour options with the goal of continually increasing the amount of business with them
- Manage communications and deliver excellent customer service to all parties in reference to group bookings, serving as point of contact for various clients
- Deliver information sessions and presentations to clients as needed
- Partner with internal graphics designer to develop marketing material for clients as needed
- Ensure company deadlines, payment collection, and group details are delivered according to contract terms
- Partner with accounting team to collect and document all deposits and payments according to the schedule outlined in the agreement between client and company
- Troubleshoot issues that arise before, during or after the tour, pursuant to company policy

Scheduled Tour Product Development

- Partner with Product Manager to identify the best suppliers to work with for each tour
- Ensure annual hotel blocks are made in a timely manner
- Responsible for product quality & guest experience
- Continuously evaluate itineraries and make improvements where possible based on feedback from clients and tour guides.
- Understand customer needs
- Decide on best add-ons
- Train Operations and Sales teams on all assigned products
- Train Tour Guide Manager / Supervisor(s) on new tour products
- Communicate with Sales & Marketing teams to determine best schedule, new products, etc
- Research competitor product and pricing
- Attend guide training and ensuring they understand the products
- Verify products on our booking system and third party sites and our own marketing materials to ensure all information is correct
- Serve as a bridge between Sales and Operations
- In collaboration with the Product Manager, identify the best accommodations, attractions and unique experiences that we can add to our portfolio for Group Travel for specific brands
- Manage the product for a specific brand under the DCT family of brands, creating product based on the key selling features

- Stay on top of new tourism products, attend trade shows, familiarization visits of top suppliers/destinations, etc

HOW TO APPLY

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