

Butterfield &Robinson

JOB POSTING

Position:	Bespoke Trip Designer
Reporting To:	Director of Bespoke
Location:	Vancouver
Term:	Full-time, Permanent
Compensation:	Based on experience

OVERVIEW

Butterfield & Robinson, one of the world's leading high end travel companies, is hiring a talented Trip Designer as part of its Bespoke Sales team. The Bespoke team provides private, customized, extraordinary travel experiences for Butterfield & Robinson clients. You will have the responsibility of building relationships with travellers and planning trips for your portfolio of clients, regardless of where they travel. Your responsibilities will encompass every aspect of the trip. You will ensure that travellers are provided the highest levels of service throughout their interaction with Butterfield & Robinson.

The ideal candidate will come to B&R with the following experience:

Experience

- Extensive travel or knowledge of regions and countries where we travel
- Providing customer service in the luxury travel market, particularly in a phone-based environment
- Post-secondary education
- Knowledge of B&R's business is an asset

The ideal candidate will have demonstrated all of the following skills:

Skills & Characteristics

- Enthusiastic and professional attitude
- Ability to work independently and as an integral part of a team
- Strong communication skills -- in person, by phone, and in writing
- Meticulous organizational skills and the ability to multi-task
- A conscientious work ethic – a perfectionist when it comes to follow through
- Creative thinking
- A passion for travel
- Financial and accounting skills
- Strong computer skills, including MSWord, Excel and Outlook
- Other languages, especially French, Italian or Spanish, are highly recommended

The Bespoke Trip Planner will have the following responsibilities:

Responsibilities

- Managing a portfolio of travellers to ensure timely service and to realize opportunities for repeat travel
- Assisting the Director with day to day business requirements
- Assisting with coordination of office administration, including office set-up
- Responding on a timely basis to traveller inquiries, requests and leads
- Assist with administration of traveller materials as required
- Gathering information from travellers to determine their preferred trip experience
- Communicating with travellers during the trip design, prior to trip and after the to ensure the highest levels of customer service and customization to their trip experience

- Liaising with B&R Operations and Planning teams to manage trip execution requirements, including hotels, operations and guide management teams
- Gathering costs related to the trip and proposing pricing options
- Working with publishing group to achieve timely delivery of materials supporting the trip
- Briefing guides before trip on the group's background and requests, and debriefing guides after trip
- Monitoring the financial performance of your trips
- Contributing as a member of an integrated sales team to the overall development, policies, procedures, and business plan

Apply to: Robin Wark, Director of Human Resources and Administration
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