



JOB POSTING

Position:	European Trip Manager
Reporting To:	Manager, European Trip Operations
Location:	Beaune, France
Term:	Full-Time

OVERVIEW

Butterfield & Robinson's continued success depends upon the seamless execution of our departures, ultimately resulting in satisfied returning travellers. The European Trip Manager is responsible for maintaining the highest possible quality in the execution of B&R's Published and Private departures.

This position has the following responsibilities:

Lead the business in all aspects of our trip operations, including:

- develop and maintain regional expertise in assigned regions, including knowledge of and relationships with all vendors, including hotels, suppliers and DMCs;
- Ensure the maintenance and completeness of all accurate costs and vendor information in P15 (currently as departure costing);
- Oversight and payment of all vendor bookings;
- Oversight of all room requests, releases, upgrades, and date cancellations for Published Trips, or after RM has made initial private request;
- Communication with sales and admin teams related to fulfilling traveller requests;
- Lead the coordination of all Route Worker and Guide trip logistics;
- Ensure the delivery of all required trip materials to region;
- Oversight of regional equipment and storage;
- Ensure timely and complete collection, and ongoing maintenance, of all trip materials and related documentation, including contracts, licensing and proof of insurance;
- Provide complete traveller-related information and materials to B&R guides, local guides, DMCs and hotels;
- Be available for and encourage communication with all assigned Guides, and provide relevant performance feedback to the guide management team;
- Act as frontline support in the event of an on-trip incidents;
- Ensure the completion of all post-trip documentation from guides, including trip, traveller and incident reporting; and
- Audit and approve all Guide and Route Worker spending in expense management system.

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

- Experience working in an administrative/office environment;
- Post-secondary education;
- Extensive travel or knowledge of regions and countries where we travel, specifically in France, Spain and Portugal;
- Fluent in English, French and/or Italian (both written and verbal);
- Fiscally responsible and experience in maintaining a budget;
- General knowledge of tour operations and the travel industry is an asset.

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

- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams;
- Meticulous organizational and planning skills, with the ability to multi-task;
- High attention to detail in the execution of all duties;
- Strong administrative computer skills, including knowledge of MS Office Suite of programs and CRM;
- Solid managerial, team building and training aptitude with ability to motivate others;
- Creative thinking with a passion for travel;
- Ability to take initiative and work independently, and as an integral part of a team;

- A conscientious work ethic – a perfectionist when it comes to follow-through;
- Excellent communicator (English and French or Italian), both written and verbal;
- Enthusiastic and professional attitude.

Apply to:

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