

Group Tour Coordinator

Job requirements

Languages: English & Spanish with working knowledge of French

Education or Work Experience: A minimum of 5 years' experience group travel, group tours and group coordination and the ability to multi-function on projects, knowledge of Excel or similar group programs essential. Ability to work with school groups an asset. Experience of having worked with groups of 500.

Transportation/Travel Information: Willing to travel within Canada and to Mexico, Central America and South America, Valid drivers license needed and ability to drive standard transmission vehicles.

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Attention to detail, Combination of sitting, standing, walking, all within an office environment unless you are travelling.

Personal Suitability: Flexibility, Team player, Excellent oral communication, Client focus, Effective interpersonal skills, Dependability, Will take Initiative, Good Judgement, Excellent written communication, Reliability, Organized

Geographical Areas of Specialization: Mexico and Central America, South America

Number of Tours Guided: Minimum of 10 personally guided tours

Specific Skills: Confirm transportation and accommodation reservations, Co-ordinate recreation activities, Resolve itinerary and other problems, Attend to hotel, airport, train and other check-in and check-out procedures, Work closely with hotel sales team to plan daily agenda and menus for functions for group. Work with local DMC's to develop off-site programs. Excellent customer service skills and negotiation skills with hotels, group coordinators.

Tours Focus: Hosting groups from mainly Spanish speaking countries, guiding incentive groups to any world destination with a focus on Spanish speaking countries as well as school groups from Spanish speaking countries to Canada and from any other world destination.

Type of Guide: Tour Director

How to apply

By email: ctg@continentaltravel.ca (Only those selected for an interview will be contacted)

Intended job posting audience: Group Tour Coordinator and Tour Guide and Eco Tourism coordinator

Job Benefits

Wages - \$48,000 annually plus 5% of revenues generated

Benefits – Benefit package for medical, dental, life, eyeglasses and more (inquire for more details)

RRSP – matching 3% registered retirement saving plan

Vehicle – A manual transmission vehicle including insurance is included

Work week – 40 hours at the office but could vary when travelling

Requirements

- Ability to function in English, French and Spanish necessary
- Coordination of past groups and travel agency experience (minimum 5 years)
- Self Starter
- Good computer skills

- Ability to travel in Canada and occasionally internationally
- Excellent customer service skills