



WE'RE HIRING!

Position:

Operations Assistant

Description:

Dream Vacation Tours is in search of a dynamic and self-motivated individual to join our team.

We require someone who can closely collaborate with our Operations Manager, and who possesses a quick learning ability and will provide support to the Operations' Team by assisting with logistical coordination, and help maintain a high level of customer satisfaction. This position requires strong organizational skills, attention to detail, and a commitment to delivering exceptional service to our customers.

Responsibilities

- Create Tour Itineraries and Technicals
- Data entry
- File management
- Credit Card payments and invoice management
- Clerical support
- Executes contracts for hotels and attractions
- Manage incoming emails and answer them in a timely manner
- Takes on new tasks as assigned and must maintain a current level of expertise
- Generate various operational and management reports as required
- Collaborates projects, including gathering, compiling and analyzing information; provides alternatives and makes recommendations on courses of action as applicable when required
- Create and maintain spreadsheets with information pertaining to the Operations Department
- All other related duties as assigned

Qualifications

- High School diploma or equivalent. Must have completed a program with major course work in the Travel Industry OR formal post-secondary education in another discipline with relative business-related courses and with relevant experience, or equivalent job experience. Bachelor's degree would be an asset.
- Must have a minimum of three (3) years experience in an operational, administrative or systems environment with hands-on use of a major computer system, preferably travel management, supplemented by project work
- English essential. The ability to communicate in the French language would be an asset, but not a requirement
- Ability to work collaboratively with Tour Directors, Management and other team members to ensure a seamless operation

- Proficiency in using communication tools such as email, instant messaging to facilitate effective communication with customers, partners, team members and Tour Directors
- Strong data entry skills to maintain accurate records of tour schedules, passenger counts, inventory levels, and other relevant information
- You have great attention to details, enjoy working in a fast-paced environment and have a knack for learning quickly.
- Excellent interpersonal and communication skills
- Knowledge of Dropbox is a definite asset.
- Excellent knowledge of the operation of Microsoft Office 365 such as Excel, Word, Outlook, Teams
- Strong organizational skills
- Familiar with GPS navigation systems (Google Maps) and digital maps
- Quick thinking and problem-solving skills
- Clear and effective verbal and written communication skills
- Friendly and outgoing personality
- Ability to negotiate
- Social Media savvy
- Experience in a busy office with varied duties

Position Details:

- Full-time salaried position, expecting to work 40+ hours per week based on business demands
- Flexibility to work weekends and early evenings as required
- Home-based position requiring a dedicated workspace
- Occasional onsite work in Moncton with the Operations Manager on certain projects and duties
- Salary and benefits based on experience

How to Apply:

Interested candidates are invited to submit their resume and a cover letter explaining their suitability for the position to hr@dreamvacationtours.com. Please include "Operations Assistant Application" in the subject line.

Only applicants chosen for an interview will be contacted.

CLOSING DATE: Wednesday, January 31, 2024