

OPERATIONS COORDINATOR

**Tourism Industry - International Inbound Tour Operator – San Francisco
Full time (40 hours/week)**

Go West Tours is a Receptive Tour Operator based in San Francisco, specialized in quality travel in United States of America & Canada.

We customize products for Leisure and Incentive Groups, as well as individual clientele (FITs). These are sold only through travel professionals, such as Travel Agencies and Tour Operators.

With 30 years of experience and offices in three continents, we are now one of the most recognized Destination Management Companies and Tour Operators for the North American destinations.

We are currently looking for a highly organized Operations Coordinator to join our Operations Department in San Francisco starting March 2022.

Job Description

The Operations Coordinator is in charge of coordinating all the tasks needed to operate our leisure groups on the road. You will be in contact on a daily basis with our suppliers and tour directors making sure we provide the services in accordance to the contract with our final customers. You will also communicate and exchange technical information with our Product Development department. You should be able to resolve problematic situations efficiently and have excellent communication and organizational skills. There is a strong focus on the French speaking market for this position.

Daily tasks will include:

- Entering each detailed group itinerary with timing in our Access / SQL customized database
- Making all necessary bookings & follow-ups until getting confirmed services
- Finalizing files and preparing all the administrative paperwork to be given to the Tour Director before each departure
- Ensuring excellent communication with Tour guides & Tour Leaders
- Trouble shooting while groups are on the road: resolve problems & conflicts with providers
- Constantly working at improving the tours (finding alternative ideas & suppliers within budget)
- Making sure payments and refunds are handled properly
- Maintaining good relationships with suppliers (restaurants, attractions, bus companies & tour directors)
- Possibly making briefing & de-briefing appointments with the Tour Director before & after each tour
- Being on-call as required by tour schedules / evening shifts and week-end shifts

We are a small business, this is a set guideline, but duties may vary upon what needs to be done.

Requirements & Qualifications

- Excellent organizational skills and attention to details
- Fluent in French & English, other languages a plus
- Strong written and oral communication skills in French and English
- Strong sense of customer service
- Strong problem solving skills and ability to resolve conflicts
- Ability to prioritize correctly and to work with tight deadlines
- Ability to research efficiently, and at ease with basic computation
- Thriving in multi-tasking, fast-pace dynamic environment
- Good computer skills: MS Office (Word, Access, Excel, Outlook)
- International cultural understanding
- Knowledge of the USA & Canada destinations is a must
- Minimum 1 year of experience in tourism

Values

- Communication: "My communications are candid, effective, and respectful with good intentions."
- Determination: "We believe in what we're doing."
- Humility: "Check your ego at the door."
- Growth Mindset: "There's always more to learn."
- Ownership: "We roll up our sleeves, do the work, own the outcomes, and are proud of our work."
- Passion "We're devoted to giving the best experiences of traveling."
- Team-spirit: "We're all in this together."

Salary & Benefits

- \$45K to 48K per year based on experience.
- 4 paid holidays: New Year's; Presidents Day; Thanksgiving; Christmas Day.
- 3 floating paid holidays: Memorial Day; Independence Day; Labor Day.
- Paid Time Off: 1.5 days per full month.
- Medical Insurance with a 75% employer contribution and a 25% employee contribution.
- 401K after 6 full months.
- Life Insurance of 15K.
- Short & Long Term disability covered 100% by the employer.
- 1 day/week working from home.
- Net rates on our products (rental cars, hotels, excursions).

Contact

If you think you can be a great fit for this position, please send your resume to the following email address employment@gowesttours.com.

You can also add a cover letter to your candidacy or explain your motivations within your email.