



Canadian Craft Tours: Activity/Sales Coordinator – BC Craft Beer, Wine & City Tours
Richmond, BC (Note office moving to Vancouver in 2018)

Reporting to the Operations Manager part time the Activity Coordinator is responsible for customer service and sales of BC group organizers looking to book tours and events. This position includes day to day venue bookings and coordination as well as customer contact for smaller new deals and larger previously landed deals . The Coordinator will communicate effectively and proactively with our suppliers, customers and on occasion handle guide coordination on Saturdays.

Responsibilities Include:

- Organizing, scheduling and communicating beer, wine, city tours and transfers with all parties involved including:
 - Guide and driver assignments
 - Vehicle assignment and logistics
 - Pre-booking all activities with all venues
 - Clear and effective communication with customers
- Saturday Management of dispatch staff
- Managing and updating tour routes regularly
- Report to Operations Manager Saturday tour/shuttle debriefs
- Provide customer service and support for customers related to booked activities
- Communicate with sales team any operational requirements so they can ensure top level service
- Collaborate with necessary charter companies when required
- Phone handling and new customer bookings when required
- Support and work with sales team to coordinate specialty events in a timely manner
- Print and file paperwork
- Track and organize expenses and occasionally audit invoices
- Manage bookings to optimize tour for profitability while keeping customers happy
- Lead tours minimum once per month to stay fresh and up to date with tour venues, logistics
- Aid in creation of training days and materials including research and best practices
- Reporting to Operations Manager daily with pressing items and issues
- Reporting to Operations Manager weekly and monthly on SWOT of day to day ops and on Ops Coordinators career progression
- Statement Payment to venues and partners

Position Requirements:

- 3+ years experience in a customer facing role
- 1+ years of sales experience and exceeding sales targets
- Effective written and verbal communicator
- Computer proficient with Microsoft Office and Internet Browser software
- Team player with a solution seeking mindset a must
- Effective multitasker and ability to prioritize tasks

- Attention to detail and proactive forecasting
- Knowledge of Zendesk is preferred but not required
- **British Columbia Class 4 Drivers License Mandatory – Will train**

Canadian Craft has opened in 9 cities across BC over the past two years and is working to actively grow and open in every major market in Canada. This fast growing company has upward potential for advancement into either the operations or the marketing/sales side of the business.