

## Canadian Craft Tours Manager Trainee

Canadian Craft Tours has an immediate full-time position for a Manager Trainee in Vancouver. This position is a front-line customer service position with a structured approach and track to management over the next 12-18 months.

Canadian Craft is an organization of craft beer, spirits, cider & wine enthusiast's dedicated to creating exceptional group tours in BC. Operating throughout Vancouver & Vancouver Island this rapidly growing company is looking for the right individual to help fuel growth.

The right candidate will have a passion for the BC craft beverage market & tourism. An understanding of how customer service and a "Yes mentality" is imperative to business growth.

### Mandatory Requirements

- Minimum diploma, degree preferred
- Social media savvy
- BC Class 5 drivers license at a minimum, ability to obtain class 4
- Proven track record in Customer Service & Sales
- Experience in the BC Craft Brewery, spirits or wine industry
- Proven track record to captivate guests & ability to give presentations
- Familiarity of cost effectiveness, income statements balance sheets
- Ability to work stay organized while working in a fast paced, constantly changing environment
- Project management experience
- Clean drivers abstract and criminal record check
- Desire to grow in their position and take on more responsibility
- Proven love for the BC tourism industry, ability to travel within BC 10%
- Ability to work weekends tours (Position is Wednesday to Sunday or Thursday to Monday)
- Ability to work out of south Richmond 3 business days per week

Day to day organizational expectations not limited to:

- Overall tour leadership and organization. Booking guests, venue locations, generation of corporate leads.
- Front line phone handling
- Help drive a culture of cost-effective planning
- Help build and sustain back end systems such as web, online advertising, SEO
- Daily social media posting
- Team up on marketing plan and drive performance with weekly and monthly meetings
- Manage & co-ordinate guides & events in multiple cities

Looking for an amazing opportunity to springboard your career in the BC Craft and tourism markets? Do you have what it takes to constantly push top tier customer service scores, cost effective planning & organizational growth? If you might be the right candidate for this position.

Please send your resume & cover letter to [brandon@canadiancrafttours.ca](mailto:brandon@canadiancrafttours.ca)