



## We need you in the USA! Operations and HR Senior Group Tour Manager

### Job offer Senior Group Tour Manager – WESTERN USA

#### POSITION SUMMARY

- Starting Date: as soon as possible
- Compensation & Benefits: to be discussed
- Working Hours: Full-Time position, 40 hours per week
- Employment status: Permanent position, 3 months probationary period
- Vacation: 3 weeks per year
- Location to be defined: Ideally West Coast USA : San Francisco / Las Vegas / Los Angeles

#### DESCRIPTION

The Tundra Travel Group (“Groupe Toundra”) hires 90 permanent staff and over 100 tour guides across North America and is looking for their new Senior Group Tour Manager for the USA. In permanent contact with Tundra’s Group Travel Management based in Montreal, the candidate will be responsible for setting up and operating the USA tour group series for European and South American customers. Negotiating and purchasing with USA suppliers, hiring, training and managing bilingual English/French-speaking tour guides are the two major tasks for this position. Committed and a born leader, the candidate will have previous experience in the tour group industry and a very strong logistics experience. Adaptability and mobility are necessary. The candidate will directly participate in expanding Tundra’s Group Travels in the United States of America. This is a highly challenging position!

**RESPONSABILITIES:**

- Create & design tour itineraries across the USA
- Define & identify purchasing needs (hotels, restaurants and activities).
- Conduct negotiations with suppliers in order to establish a solid relationship
- Master the challenges of guaranteed departures.
- Recruit, train and develop excellent relationships with the tour guides, the essence of guided group tours.
- Manage, supervise and energize your team.
- Work on quotes and operations with the rest of the Toundra Travel team.
- Supervise the reservations and operations team in their daily work.
- Ensure that all bookings are completed and optimize all costs.
- Ensure the quality of the trip and customer satisfaction.
- Light book keeping: invoicing, supplier receipts and tour accounting
- Sales and marketing training with international clients
- Organization of Fam tours

**REQUIREMENTS**

- Minimum 3 years of experience in managing Group Travel Operations in the USA
- Excellent knowledge of Excel and computer skills in general
- Logistics and operations experience
- Seasonality and long hours during the summer
- Good at stress management and problem solving
- Experience in HR: job postings, hiring, training and scheduling
- Good knowledge of Labor & Employment legislations, standards and codes
- Perfect bilingualism in English and French (Spanish is a plus!)
- Be legally authorized to work in the United States of America

**NECESSARY SKILLS**

- Creativity
- Excellent sense of negotiation and persuasion
- Strong sense of Leadership - a born leader
- A strong will for challenges and optimization of results
- Analytic mind with problem solving experience
- Customer service enthusiast
- Sense of autonomy and initiative

To apply, send your resume and coverletter to : [careers@toundravoyages.com](mailto:careers@toundravoyages.com)