



**ANDERSON VACATIONS.ca**

## **DOWNUNDER RESERVATIONS & PRODUCT MANAGER**

### **Overview:**

Anderson Vacations is the One Stop Canada and South Pacific Travel Solution!

With advanced integrated on-line booking technology and six major product lines, Anderson is one of the fastest growing travel companies in Canada!

Our mission is to provide the **One Stop Solution** for travelers and retailers wanting to travel throughout Canada or the South Pacific. Offering Escorted Tours, FIT packages, Rail trips, Adventure activities, Charter services, Corporate programs, and Conference Housing solutions enables Anderson to provide this One Stop Solution to any client type.

### **Description:**

Reporting to the Director of Anderson Vacations, the Downunder Reservations & Product Manager is responsible for working within the Anderson Vacations' program delivery system in order to develop, maintain, manage and enhance the availability and delivery of these product lines on a local, national and international level. The position is based in Calgary.

### **Main Responsibilities:**

- Maintain and work within the Anderson Vacations' team goals, and 6 fundamental business principles.
- 100% responsible for implementation and training on the Squirt/Dolphin CRS.
- In cooperation with Anderson Vacations' Director of Product create the annual Downunder brochure, flyers and special promotions.
- Manage issues that arise with the Squirt/Dolphin CRS and AOT booking engines through communication with supplier partners in New Zealand & Australia.
- Manage concept development, product upload, and fluidity for the [www.downundersolution.com](http://www.downundersolution.com) website.
- Provide input and creative ideas toward product development.
- Manage product upload for third party partner websites.
- Oversee Reservations and Payments for all Downunder bookings.
- Manage files of supplier information, bookings, and contracts.
- Maintain supplier relationships, including relationship building and rate negotiation.
- Quoting & booking of international airfares, using Apollo.
- Manage the 24 hour emergency line on a 2 week rotational basis.
- Manage all South Pacific emergency calls that cannot be handled directly by the emergency line attendant.

- Directly manage complex Downunder reservations and/or cancellations.
- Ensure supplier invoices are paid in a timely manner and custom packages are priced correctly.
- Ensure that all supplier bills are reconciled with Anderson controller, and proper documentation forwarded to bookkeeper for all payments.
- Maintain regular follow up on all South Pacific quotations.
- Be proficient in the understanding, interpretation and sale of all insurance policies available to clients & agents.
- Assist with design and implementation of sales, marketing and promotional efforts, as required. This will include attendance at meetings, agent shows, and conferences.
- Regularly attend management meetings.
- Contribute to the overall success of Anderson Vacations as a company.
- Perform other duties, in pursuit of company goals and objectives as required and requested by the Executive Management team.
- Provide Monthly Reports to President/CEO.

**Skills/Knowledge:**

- Knowledge and experience in use of Squirt/Dolphin booking system is essential.
- Experience in working with customers, budgets, preparing quotations, itinerary planning and managing accounts is imperative.
- Knowledge of the wholesale/retail/consumer relationship and the role of the receptive tour operator is integral to the successful execution of this role.
- Knowledge of pricing structures and mechanisms within the travel industry is essential.
- Enthusiastic, hard working, trustworthy and career oriented.
- Strong organizational, time management and multi-tasking skills required.
- Strong communication skills, written and verbal, together with computer and typing skills required.
- The ability to work independently, and with others, to achieve quality objectives and drive ideas forward, within tight time frames, is imperative.
- The ability to thrive and achieve successful outcomes in a dynamic environment, while managing unique and challenging circumstances, is essential to success in this position.
- 4 - 5 years experience directly in the Tourism industry is essential.
- First-hand travel industry experience within the South Pacific marketplace, including supplier, retailer and wholesaler knowledge; a solid understanding of exchange rates and management; and an in-depth awareness and understandings of competitors are all essential.

**RESUMES will be accepted until February 28th at 5:00 PM**

Submissions may be made to Corey Marshall, President/CEO.

[cmarshall@andersonvacations.ca](mailto:cmarshall@andersonvacations.ca)

**OR** fax: 403-245-6210

*We thank everyone who applies, however only those considered for the position will be contacted.*