



Job Posting

Position: Region Manager (Italy)

Reporting to: Director, Business Operations

Location: Remote, or from the Toronto office of Butterfield & Robinson

Term: Permanent, Full-Time

Overview

Butterfield & Robinson's continued success depends upon the seamless execution of our departures, ultimately resulting in satisfied returning travellers. The Region Manager is responsible for maintaining the highest possible quality in the execution of all of B&R's Scheduled and Private departures in assigned regions. The Region Manager oversees the operations of trips in assigned regions so that they are run with the care and support required to maintain the highest possible quality within the profitability requirements, while also maximizing logistical efficiencies. They are also responsible for producing a financial summary once a trip is complete.

Objectives and Responsibilities of the Region Manager:

- Ensure that all trip information provided to guides and DMC's partners, including traveller information, is up to date and accurate;
- Oversee supplier payments, as well as Guide and Route Worker expenses, and track and explain variances to the trip budget;
- Ensure that all vendor bookings are complete, and costs are accurate;
- Coordinate all requirements of route work and on-trip logistics with Region Directors, Trip Managers and guides, ensuring the accuracy and completeness of the all trip materials;
- Ensure departures and costings are logistically and financially sound (transfers, timing, van/guide ratio, guide travel to region);
- Provide leadership and support to Route Workers and Guides in assigned regions;
- Ensure that trips are planned and run according to risk management protocol;
- Ensure that all post-trip reporting (financial and otherwise) is complete and accurate; and
- Support Region Director and work with sales team to manage hotel contracts and supplier relationships

The ideal candidate will have demonstrated the following skills and characteristics:

- Extensive knowledge of regions and countries where we travel and understanding of luxury active travel;
- Meticulous organizational skills, high attention to detail and the ability to multi-task;
- Strong administrative skills, with particular strength in Microsoft Excel and other Microsoft applications;
- Solid financial management skills with and experience in maintaining a budget;
- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams;
- Managerial, team building and training aptitude with ability to motivate others;
- Excellent communicator and confident presenter, both written and verbal; and
- Enthusiastic and professional attitude.

Butterfield & Robinson is an equal opportunity employer committed to creating a diverse and inclusive environment. We consider qualified applicants regardless of race, colour, religion, gender, national origin, sexual orientation, age, citizenship, disability, or gender identity. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To apply, please send a cover letter and resume **by email** to:

Robin Wark - Director, Human Resources

Email: employment@butterfield.com

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