



Job Posting

Position: Mechanic / Operations Equipment and Ancillaries Coordinator – ITALY

Reporting to: Head Mechanic – Europe and Director of Technical Operations

Location: Italy

Term: Seasonal, March – October

Overview

Butterfield & Robinson, one of the world's leading travel companies, is hiring a talented Mechanic / Operations Equipment and Ancillaries Coordinator to join our European Operations Team in Italy. Butterfield & Robinson's continued success depends upon the seamless execution of our trips. This role is responsible for maintaining the highest possible quality in the execution of our trips with respect to all bikes, vans and other equipment.

Objectives and Responsibilities of the Mechanic/Operations Equipment and Ancillaries Coordinator:

- Ensure that every European trip is provided with all the necessary technical equipment and support to allow B&R guides to run great trips according to B&R standards of excellence;
- Manage and maintain the B&R equipment inventory, and working with the Technical Operations team to ensure all equipment needs are met;
- Design, build, maintain, and improve atelier equipment systems such as trip vans, bike racking systems, and equipment storage options in conjunction the Technical Operations team;
- Provide support in the general requirements of Euro Ops/Tech Ops, its systems and bike inventory; properly assembling, cleaning, tuning, repairing and prepping bikes for trips;
- Provide support to European Operations team in managing inventories of all Technical equipment and ancillaries used on B&R European departures;
- Working with the Euro Ops/Tech Ops team, manage and configure B&R navigation devices for European departures:
- Collaborate on the daily trip check-outs and check-ins for all trip materials and equipment as needed and instructed by the European Ops team;
- Manage and track the check-ins and checkouts of the trip vans used throughout the season;
- Track and report bike inventory in Europe;
- Maintain a clean and organized bike atelier; Provide technical training and equipment support to contractors;
- Continually review B&R's equipment standards and communicate issues to the Technical Operations team
- Work with the rest of the B&R team to support for the operations of our trips so that they are run with care required to delivery the highest quality experience to our travellers;
- Act as an Ambassador of B&R to ensure that the Beaune office continues to cultivate the famous Butterfield & Robinson spirit in all its guides and staff;
- Be available for and encourage communication from all Independent Contractors (Route Workers and Guides) and effectively share feedback and information with the appropriate staff.

The ideal candidate will have the following experience and qualifications:

- Experience working in an administrative/office environment;
- A valid drivers licence and ability to drive standard transmission vehicle;
- Experience working with MS Office suite (MSWord, Excel, Outlook and CRM);
- Post-secondary education;
- Fluency in English and Italian (both written and verbal);
- General knowledge of tour operations and the travel industry is an asset.

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

- Exemplary interpersonal skills, working with cross-cultural and geographically dispersed teams; excellent communicator, both written and verbal;
- Meticulous organizational and planning skills, with the ability to multi-task;
- High attention to detail in the execution of all duties;
- Creative thinking with a passion for travel;
- Ability to take initiative and work independently, and as an integral part of a team;
- A conscientious work ethic – a perfectionist when it comes to follow-through;
- 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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