



JOB POSTING

Position: Guide Coordinator, France

Reporting to: Manager, European HR and Administration

Location: B&R Office - Beaune, France

Term: Full-time, seasonal

Overview

B&R's Guide Coordinators provide support for B&R's team of guides. The Guide Coordinators promote a working environment in which Guides are driven to perform at the highest level by providing access to training and performance feedback. This position requires strong interpersonal and people management skills, experience in training and performance management, event planning, administration, operational logistics, expense management, and the ability to collaborate with colleagues across the organization. The Guide Coordinator acts as an ambassador of B&R to cultivate the famous Butterfield & Robinson spirit in its guides.

Responsibilities

- Coordinate the assignment and delivery of all guide training, including on-line, in person (at the office and in region) and remedial training as required;
- Coach and motivate guides on a pro-active basis;
- Support the implementation and administration of guide performance management programs, including coordination of mentorship programs and delivery of feedback;
- Oversee the scheduling, planning, cost management and operations of guide training and events, including annual conferences;
- Provide logistical support for European guide operations with oversight of guide travel and accommodations requirements at B&R offices;
- Support the HR and operations teams to ensure that guide administrative policies and processes are communicated and consistently carried-out (including expense management);
- Provide general support related to guide recruitment and selection;
- Orient guides to administrative and office procedures and deliver training as required;
- Perform administrator duties for the organization's LMS platform and related software;
- Support the maintenance of guide contracts and related records;
- Collaborate with IT team as key partner in resolving systems related issues in a timely and efficient manner; and
- Respond to general related inquiries and perform other duties as required.

Required Skills and Abilities

- Meticulous organizational and administrative skills with the ability to multi-task;
- Strong interpersonal and leadership skills, with a proven ability to work with cross-cultural) and geographically dispersed teams;
- Excellent customer service skills in a luxury travel environment;
- Strong training aptitude with ability to motivate others;
- Excellent communicator, both written and verbal;
- Enthusiastic and professional attitude;
- Understanding and appreciation of a creative and flexible work environment;
- Ability to balance multiple priorities and deliver high quality work while working independently;

- Creative and independent thinker and problem solver, with sound judgment;
- Skill in the selection of highly qualified candidates through interviewing, evaluating skills and cultural fit;
- Ability to maintain a high degree of professionalism and confidentiality;
- Ability to work autonomously, exercise good judgement and make decisions;
- Must be highly organized, flexible and have the demonstrated ability to take initiative.

Required Experience and Qualifications

- Past experience as a B&R guide or with B&R's European operations team an asset;
- Formal hands-on teaching and instruction experience;
- Excellent communication skills, written and verbal – French and English
- Experience in the travel industry with an emphasis on service standards in a luxury market;
- Excellent knowledge of Microsoft suite of programs;
- Knowledge of reservation and CRM systems an asset;
- Expertise with an on-line learning management system (LMS) an asset;
- Experience organizing and executing large corporate events;
- Leadership experience as a coach and mentor;
- Hands-on experience with workplace safety and first aid standards;
- Strong fiscal skills, including budgeting and cost management;
- Proven experience of ability to work under tight timelines while maintaining strict confidentiality.