



Job Posting

Position: Technical Assistant and Back-up Guide, Italy

Reporting to: HR and Admin Manager, Europe

Location: Arezzo, Italy

Term: Seasonal, June-October

Overview

Butterfield & Robinson, one of the world's leading travel companies, is hiring a Technical Assistant and Back-up Guide to join our 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 technical equipment and on-the-road support as required.

Objectives and Responsibilities of the Mechanic/Operations Equipment Coordinator:

- Provide support in the general requirements of European Technical Operations, its systems and bike inventory;
- Provide support to European Operations team in managing inventories of all Technical equipment and ancillaries used on B&R 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;
- Maintain a clean and organized bike atelier;
- Provide technical training and equipment support to contractors as required;
- 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 Arezzo office continues to cultivate the famous Butterfield & Robinson spirit in all its guides and staff; and
- Be available to support trips on the road on an ad hoc basis as required; tasks would include but not be limited to:
 - Driving vans and equipment to region and return to the office
 - Supporting the activity of a trip with bike, walking and van assistance as required
 - Hosting travellers; and
 - Providing logical and other support as required.

The ideal candidate will have the following experience and qualifications:

- Technical proficiency with bicycles and related equipment;
- Experience in the hospitality industry, particularly in the luxury market;
- A valid driver's licence, with a minimum of three years' of driving experience, and the ability to drive standard transmission vehicle;
- Post-secondary education;
- Fluency in English and Italian, 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:

- Strong physical condition;
- Good knowledge of bicycle mechanics;

- 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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