

Latin American Destination Manager

Tucan Travel is currently looking for a professional and confident individual to manage our busy operations team based in Cuzco, Peru.

The role will involve:

Local Operators and Accommodations suppliers

- Manage relationships with Tucan Travel's local operators and accommodation suppliers in Latin America. Local services include: Lima airport transfers, Cuzco airport transfers, domestic flights in Peru, domestic flights in Bolivia, domestic flights in Cuba, hotels, campsites and lodges used on Tucan Travel group tours through Latin America.
 - Negotiate rates for accommodation and excursions in conjunction with the Cuzco office manager (COM).
 - Liaise with COM to roster Inca Trail operators for the following year.
 - Coordinate regular checkups of Inca Trail operators equipment and licences in conjunction with the Cuzco rep.
 - Liaise with local operators and accommodation suppliers to resolve any issues
 - Manage the risk assessment of accommodation, transport and excursions in conjunction with the reservations assistant.
 - Seek out new accommodation and local operators in Latin America when necessary and negotiate prices and coordinate risk assessment.

Staff Management

- Manage directly all non Peruvian office staff and COM and indirectly in conjunction with the COM all Peruvian office staff.
 - Conduct quarterly and annual staff appraisals and salary reviews with non Peruvian office staff and COM.
 - Liaise with the COM regarding their day to day performance and task management.
 - Liaise with the COM in order to manage the Peruvian office staff.
 - Monitor the day to day performance and workloads of the non Peruvian office staff.
 - Oversee the management of the Cuzco and Lima Tucan Travel reps in conjunction with the COM.
 - Oversee the management of all office staff holidays and sickness records in conjunction with the accounts assistant.
 - Organise visas for non Peruvian office staff and monitor immigration policies.

Office Management

- Manage the smooth running of the Cuzco office in relation to lease / equipment / IT / cleanliness / repairs / health and safety.
- Monitor expenditure on stationery / equipment / uniforms / utility bills / mobile phones etc.

Crises Management

- Liaise with the COM and crew and fleet manager to manage any crises that arise in Latin America.
- Be the point of contact for the general manager and directors in order to manage crises that arise in Latin America.

General Duties

- Be responsible for the Latin American 24 hour emergency phone.
- Liaise with reservations teams in Sydney and London regarding problems/issues/changes.
- Assist our London office with complaint replies and resolution.
- Review and update tour dossiers and FIT passenger handouts to ensure consistency, in conjunction with communications coordinator and operations assistant.
- Provide cover for the crew & fleet manager when they are on leave or ill.
- Assist the crew & fleet manager with the monthly crew newsletter.
- Write insurance claim letters for passengers.

- Manage any clients who visit the office to discuss complaints/issues.
- Assist with product development in Latin America in regards to changes to existing tours and new tours.
- Provide quarterly accounts for all expenditure made by the Destination Manager.
- Oversee the completion of tour costings in time for brochure pricing.

If you meet the following criteria please send your CV / resume and a covering letter outlining your relevant skills and travel experience to: bec@tucantravel.com

- Have at least 1 years travel industry experience
- Have a good understanding of the Tucan Travel products
- Have knowledge of spoken and written Spanish and English to an intermediate level
- Possess an excellent understanding of Microsoft Office programmes
- Have previously travelled in Latin America
- Have previously held a managerial position
- Have previously undertaken contract negotiation
- Be a team player with exceptional organisational skills
- Be well presented and punctual
- Be available to start in Cuzco on 05 January 2009
- Be able to commit to a minimum one year contract

You will be advised of the salary if your application is successful and you are asked to interview for the position.

Please note that unsuccessful applicants will not be contacted.