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## Sales Operations Specialist - Reservations - Burnaby, BC - Year Round

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Date: Nov 29, 2019

Location: Vancouver, BC, Canada

Company: Vail Resorts

Whistler Blackcomb's Mission Statement is "Experience of a Lifetime"

Love what you do! Because that's what we're all about. The Whistler Blackcomb staff is comprised of individuals who thrive in the outdoors, love the mountains, and are passionate about what they do. We look for applicants who share in this passion, whether you are looking for a seasonal job or wanting to build an exciting career, don't miss the chance to work and play in BC's winter wonderland. If you sound like our ideal applicant please apply online and show us what you've got. #wbworklove

**Position Summary:****Position Summary:**

The Sales Operations Specialist is responsible for providing systems and operational support to a wide range of departments across Vail Resorts. An aptitude for software as well as a strong customer service ethic are core attributes of the successful candidate. The support the Sales Operations Specialist provides are wide-ranging and include processing information received from various sources including Sales Managers, Marketing teams, Accounting teams and both internal and external partners. Ensuring accurate data entry and application of system capabilities to solve problems and identify efficient sales processes are key aspects of this role. Other responsibilities include troubleshooting issues and system bugs, providing systems training to a wide range of partners and supporting sales initiatives across all our Vail Resorts destinations. This position will work directly with the Senior Specialist and Senior Manager to ensure positive partner relationships, overall profitability of destination(s), and will ensure efficient support processes and systems are in place.

**Essential Functions and Responsibilities:**

- Provide system support for teams including Revenue Management, Hospitality Marketing, Accounting and Central Reservations Call Centres throughout the Vail Resorts Portfolio
- Build new partners in the system(s) and ensure product available for sale with all relevant information in all systems
- Ensure up-to-date, accurate and real time rates, inventory and product information are available
- Regular quality assurance and testing of all products in all relevant systems
- Enter into Inntopia (and other relevant systems) all information received from partners or Sales Manager on properties, units, activities, transportation, price, rate levels, seasons of operations and all other specific details that require manual input of data to reflect accurate real time information
- Complete regular competitive analysis for destination(s)
- Complete regular weekly and monthly reporting for destination(s)
- Suggest system based solutions to internal and external partners in support of sales and marketing initiatives
- System training and support to partners
- Cross train other Sales Operations members on destination requirements
- Work with Sales Manager to coordinate all operational procedures between partners, clients and call center
- Work with Marketing to provide rates and details for various initiatives
- Support Sales Manager and team as required

**Other:**

- Other projects related to Sales Operations as needed
- Actively participates in company culture, core values and promoting positive employee relations

**Citation:**

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