



Current Opening

Tour Operations Coordinator

Experience PEI is the leading provider of food and cultural tours and experiences on Prince Edward Island. **We deliver almost a thousand tours each season to over 11,000 visitors** that come to PEI on cruise ships, by motor coach, for conventions and traveling on their own. Along with our amazing team of Tour Guides, we work with 50-75 small businesses, artisans, and craftspeople to create and deliver unique experiences that showcase the best that PEI has to offer.

We are successful and growing. 2024 was our busiest year ever and we now need to grow our team. We are currently a two-person management team: Dave, the owner, and Nikki, the Director of Operations. **We are hiring a Tour Operations Coordinator that will be responsible for managing our complex tour schedule and coordinating delivery of those tours.**

The Role

Reporting to our Director of Operations, the Operations Coordinator manages the daily and annual operations and schedule of the tours and experiences offered by Experience PEI. The Operations Coordinator also oversees the schedules for the company's tour guides and our providers. You will work in close collaboration with the Director of Operations to continually assess and improve operations as needed to ensure a high degree of organization within the company's daily work flow.

You will perform some of your work at Port Charlottetown and at other times you will work remote / from home. Although this is a year-round position, we have a seasonal rhythm to the business. May to October is our busy period coordinating and delivering tours. There is still lots to do in the off-season but it is more proactive, forward-looking work and at a somewhat easier pace.

Specific Tasks Include:

- Manage current season tour schedule (using company software)
- Manage tour guides and their schedules
- Respond to emails; communicate by phone and in person with tour providers, clients (cruise ship, motor coach reps, etc.)
- Troubleshoot if/as issues arise

- Participate in team/staff meetings
- Report to/collaborate with Director of Operations (DO)
- Occasional other duties as assigned by the DO

What We're Looking For

Our ideal candidate is both collaborative and independent. You are responsible and accountable for your work. As we rely heavily on a set of digital tools to manage the business, you are tech savvy and very comfortable learning and using technology in a business setting. You will spend your days communicating with our cruise ship clients (large multi-national companies), our network of providers, our tour guides and our customers. You are both professional and friendly/personable.

You need to be detail-oriented and exceptional at managing your own work.

Must Haves

- Fluent in written and spoken English
- Excellent and demonstrable organizational skills
- Proven track record of being dependable and reliable
- Ability to work independently and as part of a team
- Customer service experience in tourism and hospitality or a related field
- Reliable access to high-speed internet and ability to use Zoom, Google Meet, WhatsApp or other video meeting software as well as Google Workplace and other digital tools
- Able to communicate effectively with others (i.e. Tour Guides, Tour Operators, Cruise Ship ShoreEX reps, tour customers, etc.)
- Flexible schedule: Ability to be on-site and/or work remotely most mornings, afternoons and evenings throughout the high season; weekdays or weekends (more remote and less on-site work in the off season, and lighter schedule November to April)
- Eager learner and quick study

Nice to Haves

- Post secondary diploma or degree, completed or in progress
- Fluency in another language or languages
- Demonstrated understanding of and experience with the cruise ship shore excursions industry
- Familiarity with Prince Edward Island

Remuneration

- You will receive an annual salary of \$45,000 - 52,000, depending on experience and skill set.
- Vacation of two weeks / year.

About Experience PEI

Experience PEI is Prince Edward Island's leading provider of experiential tours, cultural experiences and food tours. Experiential tourism has been rapidly gaining popularity over the last several years, and for good reason. An experiential tour not only allows visitors to see a beautiful place, but it also provides them with the opportunity to immerse themselves in culture, activating the senses to learn from and form a connection with the people that make a destination so special.

At Experience PEI, we work with an experienced and committed network of local businesses, entrepreneurs, providers, chefs and artisans to cultivate engaging and memorable experiences that truly showcase why PEI is such an incredible Island. We get to engage with tourists (and locals) arriving on the Island via a host of channels, such as cruise, motor coach or just independently; and are fortunate to be able to make a lasting impression on approximately 11,000 visitors a season, across approximately 850 tours. We focus on smaller bespoke tours, where guests are able to truly get a hands on, interactive experience. Our goal is to have guests already planning their trip back when they leave, feeling as though they have become a part of the Island for a small moment in time and yearning to recapture that feeling soon.

Experience PEI offers a unique and rewarding opportunity to be able to be part of creating these experiences for people, by working collaboratively with other Islanders. We look forward to continuing to grow over the coming years, expanding our offerings to deliver more authentic experiences to both tourists and locals alike.

To Apply

Please submit an application and resumé here: <https://www.experiencepei.ca/jobs>

We will be conducting interviews as qualified applicants apply and hope to complete the hiring process by mid-February. Anticipated start date would be mid-late February.