



JOB DESCRIPTION

POSITION IDENTIFICATION			
Title	Manager, Program Design		
Position Level	Employee	Date (last revised)	Sept 15, 2025
Supervisor Title	Vice President, Destination Management		
Status	Permanent, Full-Time	Flexible Work Arrangement	Hybrid
		Additional Requirement	None

ORGANIZATIONAL DESCRIPTION
Cantrav Services Inc. is a full-service destination and event management company with a proven record of success delivering meetings, incentive programs, and events across Canada for 40 years. We create, plan, and deliver unforgettable experiences in exceptional destinations across the country, each uniquely designed to foster human connection and leave lasting memories.

DEPARTMENT SUMMARY
The Program Design Team is responsible for researching, designing and developing compelling, budget-conscious, and client-centric proposals for corporate incentive travel and corporate events that align with client objectives and Cantrav's standards of excellence.

JOB OVERVIEW
As a Manager, Program Design, you will collaborate with internal teams to develop programs. The role involves researching, writing descriptions, building budgets, and ensuring logistical feasibility while maintaining brand integrity and profitability. When not actively designing programs, you will focus on product development, maintaining and enhancing our supplier network and updating internal tariffs to keep our offerings competitive and fresh. Success in this role requires strong product knowledge, excellent time management and prioritization skills.

KEY ACCOUNTABILITIES AND EXPECTATIONS	
Summary of Qualifications and Job-Specific Competencies	
Experience	• Minimum 3 years of experience in DMC, travel or event planning industry focusing on program design, budgeting, and supplier relations • Strong written and verbal communication in English, French is considered an asset. • In-depth knowledge of BC and Alberta tourism products, logistics, trends and culture. • Self-motivated, highly organized with a demonstrated ability to manage changing priorities and deadlines in a fast-paced environment • Strong attention to detail and accuracy

	• Strong budgeting, analytical, and negotiation skills • Proficient in Microsoft Excel, Word and Power Point with the ability to adapt to other software quickly. Experience with VIPER proposal software is an asset • Experience managing supplier relationships, negotiating contracts, and building long-term partnerships
Key job-specific competencies	• Collaborate closely with sales managers to develop tailored proposals that align with client objectives and budgets • Research, design, and build proposals including descriptions and accurate budgets • Adapt proposal content and presentation style to various client industries and event types, including incentive travel and corporate events • Supplier relationships, product development and maintenance, internal tariff maintenance • Ability to learn quickly through oral instruction and observation • Flexibility and willingness to work evenings and weekends as business needs require • Own or have access to a car and have a valid driver's license
Willingness Statement	• Performs other, related duties as directed in keeping with the purpose and accountabilities of the job • Ability to travel domestically as required

Compensation	
	• Pay band: \$50,000 - \$58,000 annually • Total compensation is based on qualifications and experience and is eligible for employee benefits • This position is eligible for participation in the organization's annual bonus plan