



JOB DESCRIPTION

POSITION IDENTIFICATION			
Title	Manager, Program Operations		
Position Level	Employee	Date (last revised)	August 1, 2025
Supervisor Title	Director, Program Operations		
Status	Permanent, Full-Time	Flexible Work Arrangement	Flexible
		Additional Requirement	Fluent in French & English

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 Operations division is responsible for the seamless planning and execution of programs, ensuring exceptional delivery and client satisfaction. The division leads the operational strategy, overseeing all aspects from initial planning to on-site implementation. By managing logistics, supplier coordination, and client communication, Operations plays a critical role in delivering successful programs that align with Cantrav's standards of excellence.

JOB OVERVIEW
<p>Thorough, detail-oriented, and experienced, the Program Manager, Operations is responsible for the successful planning, coordination, and execution of group programs across the destinations we represent in Quebec. This role involves managing all logistical aspects, from proposal development and budgeting to supplier coordination and on-site execution, ensuring seamless program delivery and exceptional client experiences.</p> <p>The Program Manager builds strong relationships within the tourism and hospitality industry, leveraging partnerships with venues, and local suppliers to create innovative and memorable programs. With a strategic and solutions-oriented approach, the Program Manager ensures operational excellence while maintaining Cantrav's reputation as a trusted destination expert.</p>

KEY ACCOUNTABILITIES AND EXPECTATIONS

Summary of Qualifications and Job-Specific Competencies	
Experience	<ul style="list-style-type: none">The ideal candidate will have 5+ years of experience in the hospitality, tourism, or a related industry, with a strong background in planning and coordinating corporate incentive programs considered an asset. They must demonstrate the ability to effectively manage client relationships, ensuring the successful execution of events while maintaining profitability and delivering exceptional experiences.

Key job-specific competencies	<ul style="list-style-type: none"> • Proven leadership with the ability to make strategic decisions, manage logistics, and oversee multiple projects while meeting deadlines. • Strong organizational and communication skills, with a keen attention to detail and the ability to prioritize and adapt to shifting business needs. • Experience managing supplier relationships, negotiating contracts, and building long-term partnerships. • Track record of delivering high-quality events, ensuring accuracy, efficiency, and client satisfaction. • Demonstrated problem-solving skills, with expertise in event planning, budgeting, and operational management. • Proficiency in Microsoft Excel, Word, and PowerPoint, with the ability to analyze data and streamline processes. • Knowledge of the tourism industry is an asset, particularly experience in the Quebec region. • Ability to lead and train team members, learning and adapting through hands-on experience. • Flexibility to work evenings and weekends as required by business operations. • Minimum 5 years of experience in event planning, operations, or a related management role.
Willingness Statement	<ul style="list-style-type: none"> • Performs other, related duties as directed in keeping with the purpose and accountabilities of the job • Ability to travel domestically as required • Maintains a valid driver's license and has access to a vehicle • Resides within Quebec City or Montreal

Compensation	
	<ul style="list-style-type: none"> • Total compensation is based on qualifications and experience and eligible for employee benefits • This position is eligible for participation in the organization's annual bonus plan.