



Program Manager

Position: Maternity Leave Contract | October 2026 to March 2028

About the Position

Birchall Incentive Travel (*A dynamic extension of Birchall & Associates Inc.*) is looking for an experienced, highly organized, and motivated Event & Incentive Travel Manager to join our team for a maternity leave contract beginning in October 2026 and running through early March 2028.

This is a hands-on position for someone who has a strong background in travel planning and group travel and is comfortable taking ownership of programs from the initial planning stages through to on site execution.

You will work directly with corporate clients, hotels, airlines, destination management companies, transportation companies, restaurants, activity providers, and other suppliers to plan and execute exceptional incentive travel programs and corporate events.

This is not a role where someone simply coordinates individual travel arrangements. You will be responsible for managing the entire program, including budgets, contracts, logistics, suppliers, client communication, attendee details, and on-site execution.

Position Details

Position: Program Manager

Type: Full Time Contract

Contract: October 2026 through early March 2028

Location: Oakville, Ontario

Office Requirement: Primarily office based

Travel: Travel is a required part of the position and includes travelling on client programs and attending site visits when required

Key Responsibilities

Client Management

- Act as the primary contact for assigned clients and programs
- Build strong client relationships and understand their objectives, expectations, and budgets
- Attend client meetings and provide regular detailed updates

Incentive Travel & Event Planning

- Manage client programs from initial planning through final execution
- Research and communicate with destinations, hotels, restaurants, activities, transportation, and suppliers
- Create timelines, agendas and manage all program logistics
- Conduct site visits and travel on client programs as required

Budget Management

- Build and manage detailed program budgets
- Track spending and ensure programs remain within budget
- Obtain and compare supplier quotes
- Identify cost savings while maintaining the quality of the client experience

Supplier & Contract Management

- Source and manage relationships between hotels, DMCs, transportation companies, restaurants, venues, airlines, and other suppliers
- Request proposals, negotiate pricing, and manage contracts
- Review and keep track of contracts, deadlines, cancellation policies, attrition, deposits, and financial commitments

Attendee & Travel Management

- Manage registration, attendee information, rooming lists, flight manifests, and guest details
- Coordinate flights, accommodations, transfers, activities, and itineraries
- Communicate all important travel information to attendees
- Manage changes, special requests, and unexpected issues

On Site Program Management

Travel is a significant part of this position. The successful candidate must be comfortable travelling domestically and internationally and working on site with clients.

- Coordinate airport arrivals, departures, and group transportation
- Oversee hotel check ins, excursions, activities, dinners, and events
- Work directly with suppliers, hotels, and DMCs
- Support VIPs and key clients
- Troubleshoot issues and make decisions quickly when things change
- Ensure programs run smoothly and according to schedule
- Be hands on, flexible, and available throughout the entire program

Business Development

Business development is an important part of the position and there is an opportunity to earn commission-based rewards for bringing new business into the company.

Responsibilities may include:

- Identifying potential new clients and business opportunities
- Networking and developing industry relationships
- Reaching out and following up with prospective clients
- Supporting proposal development and presentations
- Helping grow existing client relationships

Position Requirements:

- Candidate must hold TICO certification upon starting and a valid passport
- Post-secondary education with minimum 3 years of professional travel planning experience
- Experience planning group travel, corporate travel, meetings, incentives, or events
- Strong understanding of travel logistics and agenda creation
- Proven ability to manage budgets and financial details
- Proficiency with Microsoft Office, Excel, PowerPoint, and other online planning and registration tools
- Excellent detail-oriented, organizational, problem solving and time management skills
- Ability to independently manage multiple programs and competing priorities at the same time
- Ability to work under tight deadlines and remain calm when things change

- Strong written and verbal communication skills
- Comfortable communicating directly with clients and suppliers
- Comfortable travelling domestically and internationally for client programs and site visits

What We Offer

- Full-time contract position from October 2026 through early March 2028
- Opportunity to work on exciting corporate incentive travel and meeting programs
- Domestic and international travel opportunities
- Hands-on experience managing high level corporate programs
- Potential for one work from home day per week based on work quality and performance
- Commission based rewards for bringing in new business
- Potential for the position to become permanent following the maternity leave contract

Compensation

Compensation will be based on experience and qualifications.

Additional commission-based compensation is available for new business generated and brought into Birchall Incentive Travel.

How to Apply

Please submit your resume along with a brief cover letter outlining your travel planning experience, the types of programs you have managed, and why you feel you would be a strong fit for Birchall Incentive Travel.

Email credentials to: tyler@birchallpr.com