

Nordic Destination Sales Service team member

Melbourne based – Full time or Part time

Reporting to: Sales Service Lead
Direct Reports: None
Location: Melbourne

POSITION PURPOSE:

- General administration tasks
- To provide excellent service to travellers with 50 Degrees North
- Assist with travel consultancy and sales
- Maintaining relationships with key agents and agency groups
- Attend Travel Expos & Travel shows (not compulsory)

QUALIFICATIONS AND EXPERIENCE

- Qualifications and/or experience in sales and customer service, ideally in a travel industry role
- Personal and/or professional travel experience in key 50 Degrees North destinations or enthusiasm to learn
- Knowledge of the Australian travel market
- Competent in use of Microsoft office products, preferably Sabre GDS and Tourplan
- Australian passport or on-going working visa (without restrictions)

OTHER SKILLS AND ATTRIBUTES

- Independence and trustworthy
- Superior customer service and communication skills
- Excellent organisational skills and attention to detail
- Problem solving and decision making capacities
- Ability to work independently and in a team of Scandinavians
- Ability to work under pressure and juggle multiple tasks
- Friendly, flexible and a sense of humour!

PREFERENCES

- Fluency in a Nordic language
- Minimum 1 year industry experience

REMUNERATION & BENEFITS

- Base package with profit share earning potential
- Monthly RDO, as agreed with manager
- Flexible working environment

PRINCIPAL JOB REQUIREMENTS

- Prepare Travel Documents
- General product data base maintenance and data input
- General bookkeeping tasks
- Helping updating rates in TourPlan
- Sending Brochures for clients and agents

