



50 Degrees North Pty Ltd
Innovation Building
Level 3, 192 Harbour Esplanade
Docklands, Victoria, 3008, Australia
[https://www.fiftydegreesnorth.com/us/
careers@fiftydegreesnorth.com](https://www.fiftydegreesnorth.com/us/careers@fiftydegreesnorth.com)

Destination Assistant

Department: Sales - Australia

Reports to: Head of Sales - APAC

Location: Melbourne, Australia

Employment Type: Full-Time, hybrid

Working Hours: 9 AM - 5 PM CST, Monday to Friday

About Us

50 Degrees North is an independently owned travel company specialising in planning and organising complete travel experiences across the Nordic countries. Our team's diverse backgrounds and experiences contribute to a deep understanding of the region, ensuring our clients receive authentic insights and genuine recommendations for their journey, all infused with our passion for the Nordics.

As a certified B Corp, we adhere to high social and environmental responsibility standards - joining our team means actively participating in our mission to make a positive impact on the world while doing what we love.

Our company culture is built on respect, collaboration, and a shared love for travel and the Nordics. We pride ourselves on fostering an inclusive and supportive work environment where every team member's voice is valued. Our office space reflects this ethos and is designed to be open, welcoming, and conducive to creativity and teamwork. With regular team events, wellness initiatives, and opportunities for professional growth, working at 50 Degrees North is not just a job - it's a chance to be part of a close-knit community passionate about making a difference.

Position Purpose

This broad role is designed to support the sales process from initial client interaction to documentation for departure. As a Destination Assistant you will manage client contact for the sales team when required, facilitate efficient communication with clients and suppliers with the goal of keeping the booking and enquiry process accurate, timely and on track. By handling these responsibilities, a Destination Assistant allows the team to focus on creating exceptional travel experiences while ensuring clients receive outstanding service throughout their customer journey. This role ensures smooth and efficient workflow, focusing on delivering exceptional customer care to our direct and travel industry customers.

Key Responsibilities

1. Enquiry Management - Client Interaction and Daily Leads

- Serve as the initial point of support for the Sales team.
- Answer inbound calls from agents and clients about bookings and redirect enquiries as needed.
- Swiftly address initial client queries where possible, allowing Destination Specialists to continue their workflow efficiently.
- Oversee the Sales team's shared email inboxes and Salesforces queues.
- Maintain a detailed log of inquiries and responses to guarantee timely follow-up and resolution.
- Provide clients with timely travel advice and booking updates, acting as a supportive secondary point of contact within the sales team.
- Address supplier inquiries and resolve issues promptly and professionally to facilitate the booking management process.

2. Booking Management

- Support Sales Administrators in booking and confirming travel details, collecting required booking information from clients, and managing last-minute bookings.
- Liaise with hotels and travel suppliers to confirm reservations as needed.
- Ensure accurate updating and maintenance of all booking records in the company's systems.
- Assist the Sales Administration team with travel departure documentation as required.

3. Financial Management

- Assist Destination Specialists and Sales Administrators with handling cancellations, refunds, insurance letters, and balance payment invoices.
- Ensure the travel platforms reflect accurate, agent, booking and enquiry information at all times.
- Tour Plan: Update the Tourplan segment status to reflect all confirmations and documentation.
- Salesforce: Update Salesforce to show current booking and inquiry status, and to reflect any changes or missing information related to supplier bookings, contracts.

4. Team Collaboration

- Work closely with Destination Specialists to ensure smooth handovers and consistent communication.
- Actively participate in weekly sales meetings to discuss progress, share updates, and provide constructive feedback.
- Collaborate with the Sales Administration team and Accounting team to deliver timely booking and enquiry outcomes.
- If required, assist the Sales Administration team during peak periods with the preparation and distribution of travel documentation for Christmas and Midsummer departures.

5. Training and Development

- Support the training of new staff members on administrative support, booking procedures and company policies.
- Continuously stay updated on industry trends, as well as 50DN products and services.
- Actively participate in ongoing training sessions and company updates to enhance skills and knowledge.

Required Skills

- Strong verbal and written communication skills, with the ability to build rapport and trust with clients, suppliers, and team members.
- Outstanding task management skills with the ability to manage multiple tasks, prioritise effectively, and ensure timely follow-up.
- Attention to detail when managing bookings, documentation, and client information.
- Critical thinking and problem-solving skills to resolve issues promptly and professionally.
- Proficient in Microsoft Office Suite, CRM systems, and email management tools.
- Ability to work well with sales teams and other departments to ensure smooth operations.
- Flexibility to adapt to changing priorities and demands in a dynamic work environment.
- Strong commitment to providing exceptional customer service and enhancing the client experience.

Preferred Qualifications

- Additional education and/or experience in travel and tourism or related fields.
- Personal and/or professional experience in Nordic culture.
- Knowledge of Salesforce or other CRM software.

Characteristics

- A people person who is curious, likes to ask questions, and enjoys teamwork.
- Someone who can demonstrate flexibility and adaptability in handling multiple tasks and shifting priorities.
- A proactive problem solver who enjoys learning about our diverse Scandinavian hotel and supplier booking systems.
- A professional who consistently maintains a high level of customer service.
- An individual who actively contributes to team meetings and company initiatives.

Growth Opportunities

This role is ideal for someone interested in exploring a career as a Destination Specialist by taking on some bookings of our product services. Alternatively, it offers the chance to work in our Product Department or our crucial Sales Administration Team.



50 Degrees North Pty Ltd
Innovation Building
Level 3, 192 Harbour Esplanade
Docklands, Victoria, 3008, Australia
[https://www.fiftydegreesnorth.com/us/
careers@fiftydegreesnorth.com](https://www.fiftydegreesnorth.com/us/careers@fiftydegreesnorth.com)

Why Work with Us

- We offer competitive salaries, along with sales incentives and profit-sharing opportunities.
- We provide opportunities for promotions, training, and development, with financial support for professional growth.
- Access to our on-site fitness facilities helps promote a healthy work-life balance.
- Employees receive 1 paid day for volunteer work, and we host regular events to build a sense of belonging.
- Our hybrid work setup offers flexibility, and we hold weekly team lunches to foster connection and teamwork.
- We encourage a culture of innovation where employees feel valued and are supported in bringing new ideas to the table.

APPLICATIONS

Please submit your updated resume and a cover letter highlighting your experience within Nordic travel. **Email your application to:** careers@fiftydegreesnorth.com

Kindly note that we do not accept phone calls inquiring about the position. All applications should be submitted through the specified application process.