**50 Degrees North Pty Ltd**
Innovation Building
Level 3, 192 Harbour Esplanade
Docklands, Victoria, 3008, Australia
fiftydegreesnorth.com
careers@fiftydegreesnorth.com

# Senior Destination Administrator

Department: Sales Administration
Reports to: Head of Sales Administration
Location: Melbourne, Australia
Employment Type: Full-Time, hybrid
Working Hours: 9 AM - 5 PM AEST, Monday to Friday

## About us

50 Degrees North is a Nordic travel specialist, planning and organising complete travel experiences across the Nordic countries. Our team's diverse backgrounds and experience give us a deep understanding of the region, so our clients receive authentic insights and genuine recommendations for their journey.

As a certified B Corp, we hold ourselves to high social and environmental standards. Joining our team means playing an active part in our mission to do more good than harm while doing work we love.

Our culture is built on respect, collaboration, and a shared love for travel and the Nordics. We work hard to keep an inclusive and supportive environment where every team member's voice is valued, and our office is designed to be open, welcoming, and good for creativity and teamwork. With regular team events, wellness initiatives, and genuine opportunities to grow, working at 50 Degrees North is a chance to be part of a close-knit community that cares about making a difference.

## Position purpose

The Senior Destination Administrator plays a key role in ensuring a smooth, high-quality sales process, acting as the primary liaison between the Sales and Sales Administration teams. Working closely with the Sales team, the Senior Destination Administrator ensures that bookings are managed accurately and on time, with careful attention to detail and clear communication to sales, clients and advisors.

Core responsibilities include coordinating and booking key travel services and managing invoices. As the main point of contact for post-deposit customer care, the role focuses on delivering excellent service by managing client communications via phone and email, processing refunds, and handling itinerary changes and client enquiries.

The position calls for a proactive mindset and the flexibility to move between tasks to support both the Sales and Sales Administration teams. During peak sales periods, the Senior Destination Administrator may provide additional support to Sales by handling straightforward client enquiries. The role may also

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take on broader administrative duties, for example delivering final travel itineraries, during busy operational periods. Through strong coordination, communication, and service delivery, this role contributes significantly to both client satisfaction and internal efficiency.

## Key responsibilities

### 1. Booking management

- Ensure timely and accurate follow-up on booking forms to maintain workflow efficiency.
- Arrange and book key services such as accommodation, car hire, and flights in line with client itineraries.
- Prepare and send deposit and balance payment invoices accurately and on time.
- Communicate with suppliers via email, phone and online booking platforms to confirm bookings and reservations.
- Make amendments to itineraries and manage cancellations.
- Coordinate and manage the process of client refunds and issue insurance letters.
- Act as first point of contact for client-led changes, feedback, and complaints post-deposit.
- Confirm travel details and ensure all required information and documents are collected from clients.
- Support the Sales and Admin teams as required:
    - Assist the Sales team by managing straightforward enquiries and itinerary creation.
    - Support the wider admin team by booking additional services and managing ticketing.

### 2. Client communication

- Provide high-quality customer service and consultation via phone and email, addressing client needs promptly with professionalism and care.
- Provide clients with timely travel advice and booking updates, acting as their primary point of contact.
- Communicate and advise travel advisors and clients on itinerary details.

### 3. Team collaboration

- Work closely with the Destination Specialists to ensure smooth handovers, consistent communication, and high client satisfaction.
- Act as primary liaison between the Sales and Sales Administration teams, providing guidance to the wider Sales Administration team.

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- Participate in weekly Sales and Sales Admin team meetings to discuss progress, share updates, and give feedback.
- Contribute to team success by suggesting improvements and adding agenda items for team meetings.
- Collaborate with other teams as required to resolve issues and improve client experiences.
- Other tasks as required.

## 4. Administrative support

- Ensure accurate updating and maintenance of all booking records in the company's systems.
- Keep accurate records of supplier booking details in the company's CRM system.
- Generate booking and service status reports.

## 5. Training and development

- Assist in training new staff members in administrative support, booking procedures and company policies.
- Stay up to date on industry trends, as well as 50DN products and services.
- Actively take part in ongoing training sessions and company updates to build skills and knowledge.

## Required skills

- Year 12 or equivalent; additional education in travel and tourism is a plus.
- Proven experience in a sales and customer service role, preferably in the travel industry.
- Strong focus on customer care, with excellent communication and interpersonal skills.
- Flexible and adaptable to changing priorities and tasks.
- Strong problem-solving and decision-making skills.
- Proficiency in Microsoft Office Suite.
- Strong organisational skills and attention to detail.
- Ability to work independently and as part of a team.
- Confident using a range of software and applications.

## Preferred qualifications

- Certification in travel and tourism.
- Experience in a travel sales or administrative role.
- Personal or professional experience in the Nordics is highly desirable.
- Knowledge of Salesforce CRM software.

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## Expectations

- Maintain a high level of professionalism and customer service.
- Be proactive in identifying and resolving issues.
- Demonstrate flexibility and adaptability in handling multiple tasks and priorities.
- Actively contribute to team meetings and company initiatives.
- Support the growth and development of the team through training and mentorship, including taking part in professional development opportunities.

## Why work with us

- We offer competitive salaries, along with sales incentives and profit-sharing opportunities.
- We provide opportunities for promotion, training, and development, with financial support for professional growth.
- Access to our on-site fitness facilities helps support 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 support 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**

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Kindly note that we do not accept phone calls inquiring about the position.

All applications should be submitted through the specified application process.