



50 Degrees North LLC

North Vancouver, Canada

Tel: 1-888-880-0286

<https://www.fiftydegreesnorth.com/us/>

E-mail: careers@fiftydegreesnorth.com

Destination Assistant

Department: Sales North America

Reports to: Head of Sales - North America

Location: North Vancouver, Canada

Employment Type: Full-Time, hybrid/remote/contractor

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

About Us

50 Degrees North is an independently owned travel company specializing in planning and organizing 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 role is designed to support the sales process from initial client interaction to post-travel follow-up. As a Destination Assistant, you will manage daily client requests, facilitate efficient communication, and keep the booking process on track. By handling these responsibilities, our Destination Assistants allow the team to focus on creating exceptional travel experiences while ensuring clients receive outstanding service throughout their journey. This role ensures smooth and efficient workflow, focusing on delivering exceptional customer care.

Key Responsibilities

1. Client Interaction and Daily Leads Management

- Assist Sales Consultants in gathering detailed client interests and budget requirements to help design highly personalized itineraries.

- Ensure swift addressing of initial client queries, allowing Sales Consultants to continue their workflow efficiently.
- Handle phone calls from agents and clients regarding bookings to alleviate the sales team's workload.
- Oversee customer care inboxes.
- 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.
- Address client inquiries and resolve issues promptly and professionally to ensure high client satisfaction.

2. Booking Management

- Support Destination Administrators in confirming travel details and ensuring all required documents are collected from clients.
- Liaise with hotels and other travel suppliers to confirm bookings and reservations where required.
- Ensure accurate updating and maintenance of all booking records in the company's systems.
- Ensure necessary travel information is obtained from the client and update the respective booking records.
- Support Destination Administrators in managing last-minute bookings.

3. Financial Management

- Assist Destination Specialists and Administrators in handling cancellations, refunds, and insurance letters for booking changes ensuring the travel platform reflects accurate information.
- Monitor balance payment invoices and send them to clients when required.
- Provide official balance breakdown letters to travel agents upon request, including commission details.
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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.
- Contribute to team success by suggesting improvements and adding valuable agenda items for team meetings.
- Collaborate with marketing and product development teams to continuously improve travel packages and client experiences.

5. Training and Development

- Conduct thorough research on Nordic destinations to stay updated with the latest travel trends and attractions.

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- 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

- High school diploma or equivalent.
- Proven experience in a sales and customer service role, preferably in the travel industry.
- Proficiency in Microsoft Office Suite.
- Strong focus on customer care, with excellent communication and interpersonal skills.
- Ability to build rapport and trust with clients, ensuring a positive initial interaction and follow-through.
- A sales-oriented mindset to assist in converting inquiries into bookings.

Preferred Qualifications

- Additional education in travel and tourism or related fields.
- Personal and/or professional experience in Nordics is highly desirable.
- Knowledge of Salesforce CRM software.

Expectations

- Consistently maintain a high level of professionalism and customer service.
- Proactively identify and resolve issues.
- Demonstrate flexibility and adaptability in handling multiple tasks and priorities.
- Actively contribute to team meetings and company initiatives with valuable insights.
- Support team growth and development through training and mentorship, while actively participating in professional development opportunities.

Why Work with Us

- We offer a hybrid environment combining remote and in-office work for flexibility.
- We help our employees develop their careers through promotional opportunities, training and development.
- We offer our employees 1-day volunteer paid time off and employee events to build a culture of caring and belonging.
- We foster a culture of empowerment and innovation, where employees feel valued and encouraged to bring their new ideas to the table.



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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.