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

# Destination Administrator

Department: Sales Administration
Reports to: Head of Sales Administration
Location: Melbourne, Australia
Employment Type: 1-year contract (Hybrid after 6 months)
Working Hours: 9 AM - 5 PM AEST, Monday to Friday

## About Us

50 Degrees North is a Nordic travel specialist with a global team of destination experts, designing authentic journeys across Norway, Finland, Sweden, Denmark, Iceland, Greenland, the Faroe Islands, Svalbard and the Baltic States.

As a Certified B Corporation, we hold ourselves to verified standards of social and environmental responsibility. Joining our team means contributing to a way of doing business that takes that commitment seriously.

Our culture is built on respect, collaboration and a genuine connection to the Nordic region. We offer opportunities for professional growth, flexibility and a team that cares about the work it does.

## Position Purpose

This role is designed to support the sales process by managing itineraries from booking services to final travel documentation. As a Sales Administrator you will work closely with our Sales Team to make sure the services on the client itinerary will be booked on time, with exceptional attention to detail and carefully communicated to the clients and agents. This includes communicating with clients and agents to finalise travel details, booking services, preparing travel documents, and focusing on delivering exceptional customer care.

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## Key Responsibilities

### Booking Management

- Manage your own assigned bookings from start to finish; booking services, making amendments to itineraries, managing cancellations, and preparing travel documentation and final itineraries.
- Confirm travel details and ensure all required information and documents are collected from clients.
- Ensure accurate updating and maintenance of all booking records in the company's systems.
- Communicate with suppliers via email, phone and on online booking platforms to confirm bookings and reservations.
- Support in handling cancellations, refunds and insurance letters for booking changes ensuring the travel platform reflects accurate information.
- Prepare and send travel documents and perform quality control to ensure accuracy and completeness.

### Administrative Support

- Update and maintain booking details in the company's systems.
- Keep accurate records of supplier booking details in the company's CRM system.
- Generate booking and service status reports.
- Oversee sales team inboxes to alleviate workload.

### Client Interaction

- 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.
- Communicate and advise agents and clients on itinerary details.

### Team Collaboration

- Work closely with the Destination Specialists and Assistant to ensure smooth handovers, consistent communication, and high client satisfaction.
- Participate in weekly Sales and Sales Admin team meetings to discuss progress, share updates, and provide feedback.
- Contribute to team success by suggesting improvements and adding agenda items for team meetings.
- Collaborate with other teams as required to resolve any issues and enhance client experiences.
- Other tasks as required.

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## Training and Development

- Assist in training new staff members in 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; 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.
- Proficiency in Microsoft Office Suite.
- Strong organisational skills and attention to detail.
- Ability to work independently and as part of a team.
- Proactive, flexible and adaptable to changing priorities and tasks.
- Strong proficiency in using software and different applications.

## Preferred Qualifications

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

## 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 participating in professional development opportunities.

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**Why Work with Us**

- Competitive salary
- Financial support for professional development and clear paths for career growth
- Hybrid work arrangement available after six months
- One paid volunteer day per year
- Regular team events and a collaborative office environment
- A culture where new ideas are welcomed and taken seriously

**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.