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

Destination Specialist

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

This role drives sales and client satisfaction by engaging directly with clients and travel advisors, understanding their travel needs, and creating customised itineraries. As a Destination Specialist, you will manage client interactions, prepare detailed quotes, and ensure a smooth handover to the Destination Assistants and Administrators for booking and follow-up. By focusing on client engagement, itinerary design, and clear communication, our Destination Specialists play a crucial role in delivering exceptional travel experiences and contributing to the company's sales targets and growth in the APAC region.

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Key responsibilities

1. Client communication

- Engage with travel advisors and clients via phone and email to understand their preferences, interests, and budget, designing tailor-made itineraries that reflect their travel aspirations.
- Provide clients with timely travel advice and booking updates, acting as a primary point of contact.
- Resolve issues and deliver exceptional customer service through prompt communication, attention to detail, and genuine care for client satisfaction.

2. Sales management

- Take responsibility for reaching sales targets by actively engaging with travel advisors and clients.
- Prepare detailed, competitive quotes that meet client needs and budget.
- Work closely with Destination Assistants and Sales Administrators by passing on bookings for processing, ensuring all required documentation and details are accurate and complete.
- 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 CRM system.

3. Financial management

- Create and handle deposit and balance invoices for bookings as required, and ensure the travel platform reflects accurate information.
- Monitor balance payment invoices and send them to clients when required.
- Provide official balance breakdown letters to travel advisors on request, including commission details.
- Resolve cancellation fees with suppliers.

4. Team collaboration

- Work with fellow sales team members to build a collaborative environment and achieve common goals and sales targets.
- Actively participate in weekly sales meetings to discuss progress, share updates, and give constructive feedback.
- Contribute to team success by suggesting improvements and sharing insights during team discussions.
- Provide insights and feedback to the marketing and product development teams to keep improving travel packages and client experiences.

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5. Training and development

- Conduct in-depth research on Nordic destinations, keeping up to date with the latest travel trends, attractions, and local events, as well as 50DN products and services.
- Actively take part in travel industry events to broaden your expertise and network with other professionals.
- Support the training of new staff members on sales processes and company policies.
- Actively take part in ongoing training sessions and company updates to build skills and knowledge.

Qualifications and experience

- Year 12 or equivalent; additional education in sales, travel, and tourism is a plus.
- Minimum 3 years of experience in a travel industry role, with personal or professional travel experience in key Nordic destinations.
- Proven sales experience in the travel industry, with a track record of responding to complex client requests and delivering excellent customer service.
- Competent with Microsoft Office products and comfortable learning new technologies and applications.
- Knowledge of Salesforce CRM is a plus.

Required skills

- Strong customer-oriented approach with outstanding communication and interpersonal skills.
- Excellent organisational and time management skills, with the ability to handle multiple client requests at once.
- Strong problem-solving and decision-making skills.
- Ability to work independently and within a team, managing substantial workloads efficiently.
- Flexible and adaptable to changing priorities and tasks, and confident across a range of software applications.
- A commitment to travel, exploration, and sustainable, responsible tourism.

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 useful insights.
- Support team growth and development through training and mentorship, while taking part in professional development opportunities.

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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.