



50 Degrees North
120, Lonsdale Avenue
BC, V7M2E8
<https://www.fiftydegreesnorth.com/us/>
E-mail: careers@fiftydegreesnorth.com

Destination Specialist

Department: Sales North America
Reports to: Head of Sales - North America
Location: North Vancouver, Canada
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 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 drive sales and enhance client satisfaction by engaging directly with clients and travel agents, understanding their travel needs, and creating customized itineraries. As a Destination Specialist, you will manage client interactions, prepare detailed quotes, and ensure a seamless handover to the Destination Assistants and Administrators for booking and follow-up. By focusing on client engagement, itinerary design, and effective 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 North American region.

Key Responsibilities

1. Client Communication

- Engage with travel agents and clients via phone and email to understand their preferences, interests, and budget, designing tailor-made itineraries that reflect their unique travel aspirations.
- Provide clients with timely travel advice and booking updates, acting as the 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

- Responsible for reaching sales targets by engaging with travel agents and clients.
- Prepare detailed and competitive quotes that meet client needs and budget.
- Work closely with Destination Assistants and 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 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 agents upon request, including commission details.
- Resolve cancellation fees with suppliers.

4. Team Collaboration

- Collaborate with fellow Sales Team members to foster a collaborative environment and achieve common goals and sales targets.
- Participate in weekly sales meetings to discuss progress, share updates, and provide constructive feedback.
- Contribute to team success by suggesting improvements and sharing valuable insights during team discussions.
- Provide insights and feedback to marketing and product development teams to continuously improve travel packages and client experiences.

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 participate in travel industry events to broaden your expertise and network with other professionals in the field.
- Support the training of new staff members on sales processes and company policies.
- Participate in ongoing training sessions and company updates to enhance skills and knowledge.

Qualifications and Experience

- High school diploma 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 in using Microsoft Office products and comfortable with 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 organizational and time management abilities to handle multiple client requests simultaneously.
- Proven problem-solving and decision-making capacities with innovative approaches.
- Ability to work independently and collaboratively within a team, efficiently managing substantial workloads.
- Flexible and adaptable to changing priorities and tasks, with strong proficiency in various software applications.
- Passion for travel, exploration, and a commitment to sustainable and responsible tourism practices.

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.



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- 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.
- As our Destination Specialist, you will also enjoy trips to our stunning Nordic destinations to deepen your product knowledge and provide authentic recommendations.

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.