

# Butterfield & Robinson

## JOB POSTING

<b>Position:</b>	Travel Advisor – Expeditions
<b>Reporting To:</b>	Regional Director, Expeditions
<b>Location:</b>	Toronto
<b>Term:</b>	Full-time
<b>Compensation:</b>	Based on experience

### OVERVIEW

Butterfield & Robinson, one of the world's leading travel companies, is hiring a Travel Advisor for our Expedition trips to join our Sales team. Our travel advisors are passionate, positive, curious, knowledgeable and hard-working sales and service experts. As the representative of our extraordinary travel experiences in Africa and beyond, you have a deep knowledge of and passion for the different countries, cultures, and unique offerings of the continent. From the 'rainbow nation' of South Africa and Cape Town's creative urban vibe to its incredible winelands; to the thrill of game drives and searching for the Big Five; you can speak to the allure of travelling to this vast continent, having explored the greatest cities and smaller roads of this essential travel destination.

### This position has the following responsibilities:

- Advise and assist B&R travellers, agents and prospects by demonstrating expertise in all B&R trips with the goal of providing exceptional customer service and reaching sales targets;
- Pursue all sales opportunities and leads on a regular and timely basis with a view to sales conversion, including responding to requests for trip itineraries, email and phone inquiries, waitlisted travellers, and priority sales holds;
- Advise travellers and agents of insurance products and travel services offered for sale by B&R;
- Manage and respond to new inquiries for scheduled trips as well as manage Ready-to-Book new inquiries, providing excellent customer service and follow-up to all potential travellers, converting inquiries to bookings;
- Distribute sales leads for private trips from returned traveller questionnaires and itinerary requests for follow-up;
- Ensure timely collection and input of all required traveller information and payments;
- Manage private 'Self-Guided' and Ready to Book bookings, including managing traveller inquiries, preparing itineraries, trip pricing, oversight of supplier bookings, and the overall financial outcome of each trip; ensure timely payment for all necessary suppliers;
- Create or update training documents for key job responsibilities and facilitate training for colleagues as required;
- Support travellers with pre and post trip travel planning and bookings;
- Work with the Trip Planning team to design, develop, market and sell B&R trips;
- Offer general support to the sales team, and completing other administrative duties as assigned;
- Contribute as a team member towards future development, policies, and procedures of the sales team and organization.

### The ideal candidate will come to B&R with the following experience and qualifications:

- 2+ years proven working experience as a travel consultant, sales agent or sales advisor;
- Expert knowledge and travel experience in Africa, South America, and/or Asia;
- Demonstrated ability to hit targets working in a measured sales environment;
- Extensive travel or knowledge of regions and countries where we travel;
- Sales and customer service expertise, preferably in the luxury travel market;
- Experience with travel booking and CRM software;
- Familiarity with Sabre or GDS is an asset;
- Post-secondary education in Hospitality, Travel, Tourism, Business or relevant field (preferred);
- Knowledge of B&R's business is an asset;
- TICO certified.

### The ideal candidate will have demonstrated all of the following skills and characteristics:

- Strong customer service ethic and interpersonal skills, particularly in a phone-based service environment;
- Strong computer skills, including MSWord, Excel and Outlook;
- Creative thinking with a passion for travel;
- Ability to work independently and as an integral part of a team;
- Meticulous organizational skills and the ability to multi-task;
- Financial management and accounting skills;
- A conscientious work ethic – a perfectionist when it comes to follow-through;
- Excellent communicator, both written and verbal;
- Enthusiastic and professional attitude.

**Apply to:** Germaine Balagot, Manager – Human Resources and Administration  
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