



Job Description: Destination Specialist

Borton Overseas is a Minneapolis-based tour operator specializing in creating extraordinary travel experiences to Africa, Antarctica, Asia, Latin America, and Scandinavia. Our roots go back 130+ years, specializing in steamship travel for immigrants coming to the US from Scandinavia. Since then, we have continued to expand our travel and tour programs, and today, we pride ourselves in providing personalized service and crafting exceptional, customized travel experiences to all our destinations.

Summary:

As a Borton Overseas Destination Specialist, this role will design and sell travel packages to clients and travel agents. This may include customizing an existing published tour itinerary or creating a client specific custom tour program for individuals and/or small groups, working directly with our travel partners in each destination. This is a hybrid position where 1 to 2 days of week in our Minneapolis office is required.

Responsibilities and Duties:

- Handle incoming phone calls and emails, responding to itinerary inquiries.
- Research destination tours/features for itinerary development.
- Create custom itineraries.
- Customize existing tour itineraries to match client needs.
- Price itineraries based on partner contracts and request cooperation agreements if needed.
- Manage bookings with continued communication and follow-up with assigned clients and partners.
- Manage timelines and meet booking and payment deadlines of all itineraries.
- Document all bookings/sales and client payments in our tour software back-office system.
- Maintain a positive and professional relationship with all travel partners in confirming services.
- Create detailed travel documents for proposals and final documents.
- Host assigned Signature Journeys, traveling with groups to Borton destinations, when appropriate.
- Attend pre-departure meetings for assigned group journeys.
- Represent company at industry events.
- Keep up to date with supplier news and destination information.
- Other tasks as assigned.

Knowledge, Skills, and Qualifications

- 3-5 years of international travel industry experience.
- Knowledge of one or more of our destinations.
- Knowledge and previous experience with Microsoft Office suite.
- Ability to work with pricing, including exchange rates and multiple currencies.
- Superior customer service skills with active listening skills.
- Excellent verbal and written communication skills.
- Good critical thinking and problem-solving skills with attention to detail.
- Excellent organizational and time management skills with the ability to multi-task.
- Collaborator in a team environment with the ability to work independently.
- Initiative-taker and self-development minded.
- Associate or bachelor's degree, or equivalent travel industry experience.
- Valid passport holder.