



Job Posting

Position: Travel Advisor, Italy

Reporting to: Italian Region Director Team

Location: Remote, or from the Toronto office of Butterfield & Robinson; schedule will align with standard hours of the Toronto sales office (Eastern time zone)

Term: Permanent, Full-Time

Overview

B&R's Travel Advisor's manage all published trip sales leads in their assigned regions. The key objective of the Travel Advisor is to grow incremental and new sales and improve traveller retention, while always providing our traveller's with the highest level of service. Collaborating with the B&R's Region Director team, B&R's Travel Advisors contribute to all aspects of the sales department. Travel Advisors also work closely with the Region Directors, the operations team, and all other members of the sale team to ensure the delivery of world-class travel experiences.

Objectives and Responsibilities of the Travel Advisor:

- Increases revenue and retains loyal travellers by demonstrating travel expertise and the highest levels of front-line service in assigned regions;
- Identifies, responds to or directs travel inquiries to the most qualified members of the trip design and sales service teams;
- Develops and maintains in-depth knowledge of regional travel opportunities within assigned portfolio of trips; stays on top of consumer, competitor, and market trends;
- Builds and delivers creative sales strategies that are focused on brand expertise and the highest levels of traveller experience, and identifies areas of improvement;
- Supports sales efforts by completing all related administrative tasks accurately and efficiently;
- Collaborates with Region Director(s) for assigned regions to keep an eye on marketing portfolio and presence; tracks sales activities to support strategic decision-making;
- Acts as a brand ambassador to avidly promote the business, share its vision, increase awareness, and establish more relationships; as required, participates in tradeshow and other industry events
- Plays a collaborative role with other teams in the organization to ensure that sales strategies and objectives are aligned to the business's overall objectives;
- Works closely with the Region Directors in the creation of new sales strategies and approaches; and
- Performs other duties as are necessary in the execution of any other duties delegated

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

- Exceptional customer service skills in a sales environment;
- Relationship-building ability, with strong interpersonal skills;
- Excellent communicator and confident presenter, both written and verbal
- Meticulous organizational skills and the ability to multi-task;
- Analytical and financial management abilities;
- An enthusiastic and professional attitude;
- Ability to build cross-departmental cooperation and consensus;
- A conscientious work ethic – a perfectionist when it comes to follow-through; and
- The drive to take initiative and be 'one step ahead'.

The ideal candidate will have the following experience and qualifications:

- Experience in a sales and service role, preferably in the luxury travel industry;
- Deep and unique regional knowledge, ideally having guided, travelled extensively and/or lived in Italy;
- Advanced knowledge of the travel industry and the business of B&R;
- Excellent knowledge of the Microsoft Office suite of applications;
- Experience working with travel booking and CRM software is an asset;
- Written and spoken Italian language skills are an asset; and
- TICO certification is an asset.

Butterfield & Robinson is an equal opportunity employer committed to creating a diverse and inclusive environment. We consider qualified applicants regardless of race, colour, religion, gender, national origin, sexual orientation, age, citizenship, disability, or gender identity. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To apply, please send a cover letter and resume **by email** to:

Robin Wark - Director, Human Resources

Email: employment@butterfield.com

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