

Cruise sales Specialist – Cruises.ca *Work from home anywhere in Canada*

Become part of Canada's most recognized name in travel redtag.ca and launch your dream career in cruise sales.

We're Cruises.ca, powered by redtag.ca and we are seeking sales-focused travel professionals to share our love and passion for the Seven Seas. You will exhibit exceptional customer service while providing advice and recommendations to enhance the cruise experience—confirming all travel arrangements, building rapport to foster long lasting connections. You will research, reserve, and finalize travel arrangements including cruises, pre and/or post tours & accommodation, travel insurance and flights. If you excel at sales and customer service, join our team of Cruise specialists who continually exceed client expectations by curating the perfect cruise vacation – *Creating memories to last a lifetime.*

Key Accountabilities

- Communicate confidently and enthusiastically to customer inquiries in a courteous and professional manner
- Quickly determine specific client needs and source solutions using available tools
- Excellent customer service skills
- Exercise proven sales techniques to close multiple sales per day
- Achieve revenue targets by becoming an expert in all things cruise related
- Process bookings with accuracy and detail using various software applications
- Stay current with products, promotions, world events, procedures and technology
- Self-starter with a positive attitude
- Excellent work ethic and time management skills

Knowledge, Skills & Abilities

- Strong listening and communication skills (bilingual an asset)
- Adaptable to learning new software
- Strong organizational skills
- The capacity to work independently and collaboratively
- Ability to multi-task under pressure within deadlines
- Ability to research and use critical thinking and problem-solving skills
- Detail oriented
- Knowledge of the cruise industry

Qualifications and Experience

- TICO certified
- CLIA certified (an asset)
- Minimum 2 years experience selling cruise vacations and travel insurance
- Experience with MS Teams, Outlook, Word, Sharepoint, Client Linq (an asset)

Employment Benefits & Compensation

- Dental, Vision and Extended Health care
- Disability insurance
- Employee assistance program
- Life insurance
- Paid day off for your Birthday
- Paid day off to volunteer
- Paid sick and personal days
- Wellness program
- Access to continuous learning opportunities
- Travel perks
- Competative Salary plus incentive plan

Location & Schedule

- 37.5hrs/week within our hours of operation Monday-Friday 9a-8p, Saturday 9a-5p EDT (Schedule subject to change based on business needs)
- Work from your dedicated home office space with high speed internet connection

*If you are passionate about creating memories to last a lifetime, we invite you to submit your resume with cover letter to careers@redlabelvacations.com. **Please include Cruises.ca in the subject line.** Although we thank all applicants, only those selected for an interview will be contacted. References should be made available at that time.*