NORTHSTAR TRAVEL GROUP

Our Interview Process

At Northstar, we understand that where candidates choose to work is a major life decision. Recruiting top talent is crucial to the achievement of our mission and goals, which is why we have a structured approach to truly get to know you and enable the opportunity for you to fully understand who we are and what drives us. While knowledge, skills, and abilities matter, we want to learn what makes you special and why Northstar is the perfect match for you. We also have a strong and unique culture, and it is important for you to understand who we are and what is important to us.

We have established a tried-and-true comprehensive recruiting process to ensure the best fit for all involved. Our process includes a brief initial phone introduction, several video interviews to meet team members you would be working with, standard candidate evaluations to understand your work style and approach, and lastly outreach to your references. We understand interviews can be stressful and time consuming, but we will do our best to make you feel comfortable and to make the process as efficient as possible. Don't hesitate to ask questions, especially those that will ensure you understand the role's responsibilities and even challenges. We encourage you to gather all the information you need to make a well-informed decision if you're offered the position.

Frequently Asked Questions

Can you tell me more about Northstar's culture? The hallmark of our culture is that we love what we do, partnering with our internal and external colleagues to achieve the best results. Why do we exist, what is important to us and what defines our values? Let's take a closer look.

Northstar's Purpose: Leading the travel industry forward to make the world better.

Northstar's Mission: To be the leading global provider of trusted information and experiences for the audiences that drive the travel industry, while delivering innovative and high-performing marketing solutions to the businesses seeking to engage them.

Northstar's Business Principles:
Collaborate for Success: We are dedicated to our partners and each other and we communicate with honesty, clarity and integrity.

Hold High Standards: We are committed to excellence, seek to exceed expectations and deliver the highest quality solutions.

Be All In: Our passion and commitment deliver great results.

Driven by Innovation: We empower creativity and seize opportunity to fully leverage our leadership position.

Fueled by Agility: We inspire an adaptive approach that satisfies our partners' and teams' evolving needs and we thrive in an ever-changing world.

Northstar's Core Values:

- We share a passion for travel.
- We are a team: we support, trust, respect and care for each other.
- We are growth oriented: personal, professional, business and industry.
- We embrace individuality: who you are makes us who we are.
- We are inspired by fun: we love what we do, our shared experiences and the satisfaction that comes from making a meaningful impact.

What type of candidates are you looking for? Although each position has a different set of required knowledge, skills, and abilities, we're looking for candidates who embody the values and principles above. More than anything, our employees are passionate about their chosen field, the travel industry, and collaborating to keep our company moving forward.

What benefits does Northstar offer? Northstar offers a wide variety of benefit plans, programs, and perks to ensure that our employees can choose the options right for them. Northstar contributes heavily toward insurance plan premiums and we provide a generous paid time off package. Our offerings are extensive, covering a wide range including a variety of health plans, company paid life insurance, summer Fridays, and a comprehensive wellness program, to name just a few.

Does Northstar provide laptops? Yes, we provide laptops. For home-based employees we also provide a monitor, keyboard, mouse and docking station if requested.

What is Northstar's approach to work locations? Where an employee works is primarily based on two factors. Many of our jobs are open to candidates throughout the country so we start by determining if there is an office within a reasonable distance of the candidate's home. We also consider the location of the immediate team that the candidate will be working with on a daily basis and the availability of in-person collaboration. If it is determined that the position will be office-based, there is still some flexibility, as our offices are all hybrid, meaning office-based employees have the option of coming to the office only 2x per week, unless they'd like to come in more often.

Does Northstar provide reimbursements for home-based employees? Yes, home-based employees are eligible for internet reimbursement. Some positions are also eligible for a cell phone reimbursement, depending on the nature of the role.

What opportunities are there for career growth and advancement? Growth means different things to different people. We strive to promote from within whenever possible and employees work closely with their managers to identify goals and the formal and informal training needed to make that happen. Job opportunities open to external candidates are also open to employees that might be seeking a new role within the company. For employees that want to advance their expertise in their current job, training, traditional mentoring, reverse mentoring, and other opportunities are available.

How would you describe the management style at Northstar? While our managers each have their own style, they all share an unparalleled passion for our work. We hire employees that are forward-thinking and resourceful so that they can achieve set goals in the ways that best work for them. However, we do believe that collaboration and communication are crucial to success so regular meetings, updates, and information-sharing are encouraged within individual teams and company-wide.

What is Northstar's approach to work-life balance? Work-life balance is a priority in our culture. From the hybrid/remote approach to employees' workspaces to a generous time-off package, to a comprehensive "menu" of benefit plans, we want to ensure our employees have the time they need to focus on their personal interests, friends and family, and well-being.

Does Northstar have a charitable contribution policy? Giving back is a major focus at Northstar. We support charitable contributions as well as community and volunteer involvement. We match employee monetary contributions to non-profit organizations and provide employees with paid time off to volunteer for charitable organizations that contribute to the social fabric of our communities.

What is Northstar's stance on diversity, equity & inclusion? We know that our greatest strengths come from the people who make up our team. We are committed to building and sustaining a diverse, inclusive, and equitable culture and workforce. But we know that our work is far from over – we continuously push to be better. We believe that our workforce should reflect the vast diversity of the cultures and communities that are experienced through travel. We understand that diverse voices and points of view contribute exponentially to Northstar's success and impact. We have active committees focused on DEI to ensure we are continuously moving forward.

What's Happens Now?

Our recruiting process is comprehensive. Depending on the role there can be several steps, as outlined above. We want to thank you for the time and patience you've given us so far. Our process has historically worked well and has resulted in satisfied employees and low turnover, so we don't often deviate, focusing on what has worked. However, if you would like to know more about where we are in your process or if you have a need for a quicker turnaround – like a competing offer – please let us know and we'll do our best to be transparent and accommodating.

In the meantime, our interviewers would love to hear from you after your discussions to know what resonated with you about the role. If you'd like to email anyone you've interviewed with, their email address can likely be found on the invitation to the call. But don't hesitate to ask if you need that or any other information.

If we haven't said it lately, thank you for your interest in Northstar Travel Group! We appreciate you.