

# DHARMA

## **GUEST EXPERIENCE COORDINATOR: GROUP TRAVEL**

**Format:** Salaried, Full Time or Part Time

**Based:** Remote, preferred time zones between GMT-6 and GMT+2

**Start date:** ASAP

### **JOB SUMMARY**

As Guest Experience Coordinator you will be the external voice for DHARMA, overseeing and expertly managing the customer experience for our valued community. You will do this by providing guest support and support the deployment of guest and trip comms, fielding inquiries in a positive way that supports in promoting customer happiness and retention. You will be responsible for delivering the world class service necessary to ensure the success of our brands. You will answer guest and host queries via HubSpot, our CRM platform and Vamoos, our App platform. You will achieve a 'one - touch resolution' for customers, ensuring their query is resolved in one exchange. The suitable candidate must have a positive attitude, highly polished communication skills, and a demonstrable passion for best-in-class customer service. Ability to cover North American time zones is an important component of this role. Fluent professional English, both written and spoken, is required for this role. Experience with HubSpot, Monday.com, Google Drive, and Slack preferred.

### **RESPONSIBILITIES**

- Be the external voice and brand champion for DHARMA, fielding inquiries in an efficient and positive way that supports in promoting customer happiness and retention
- Lead inbound client response via an omnichannel system (email, web form, App, etc.), addressing guest requests for service and/or information on trips, pricing, refunds, etc., ensuring guest needs are met within defined SLAs
- Use polished communication skills to flex response style in line with varied brands, hosts, and communities in the relevant brand tone of voice
- Enter and update customer data, maintaining accurate and up to date records
- Ensure prompt and accurate communication across relevant teams to efficiently address customer inbounds
- Own HubSpot ticketing system, ensuring each ticket is assigned and responded to promptly and effectively
- Proactively collaborate with DHARMA teams to improve FAQs that address frequent customer queries

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- Ensure all customer contact complies with the ABTA code of conduct
- Alert management to service concerns not resolved in a timely and acceptable manner
- Look for opportunities to provide above & beyond service to our guests and hosts
- Support the 24/7 emergency line for guests on trips, on a rota basis
- Responsible for Trustpilot, ensuring each review is answered and flagged with the team
- Own outbound guest communications, including payment requests and balance dues, and guest information reminders, following up as needed
- Other tasks as required

## SKILLS

- At least 2+ years of customer service experience in a fast paced, high-volume environment, group travel industry preferred
- Self-motivated, proactive, and highly organized with the ability to manage multiple projects simultaneously
- Passionate about customer experience and delivering next level customer service
- Experience with CRM database and/or ticketing software management
- Professional-level English and skillful writer with the confidence and ability to communicate effectively and professionally
- Clear and professional telephone manner and ability to adapt to varying spoken and written tones of voice depending on brand
- Strong data entry and record keeping skills and impeccable attention to detail
- Highly numerate with strong commercial expertise
- Ability to operate in a fast-paced environment and work under pressure, possessing of the ability to set priorities and meet deadlines
- Must be team oriented, motivated, and possessing of a can-do spirit
- Culturally minded, finger on the pulse of trends in fitness, health and wellness, fashion, food, sport and current events
- Knowledge of geography and international destinations
- Hospitality experience preferred
- Additional language skills, particularly French, Spanish, and/or Italian, preferred

## HOW TO LEARN MORE

Thank you for your interest in DHARMA. We appreciate your enthusiasm.

To apply for this position, please send us your CV and cover letter. To do this you can submit the job application form linked [here](#).

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## **ABOUT DHARMA**

We exist to create a world where travel isn't about the WHERE but about the WHY.

DHARMA is a fast-growing, travel-tech startup who's innovative B2B2C business model creates, builds, launches, and operates trips for influential people and brands created around passion points - from fashion to wellness to food and wine. Our dynamic, enthusiastic team has a positive impact on the world and does exceptional work. Together, we are revolutionizing the way travel experiences are built, promoted, and delivered.