DHARMA

INVENTORY & PAYMENTS COORDINATOR: GROUP TRAVEL

Format: Salaried, Full Time, Part-Time
Based: Remote, preferred time zones between GMT-6 and GMT+2
Start date: ASAP

JOB SUMMARY

The Inventory & Payments Coordinator will bring a methodical work style and strong attention to detail to the Operations team at DHARMA in a dual data administration role loading and managing online trip inventory and logging guest and supplier payments for DHARMA's passion-led group trips worldwide. This role will be tasked with carefully building trips on DHARMA's booking engine (Rezdy) using a sharp eye to ensure trip description copy and pricing is correct, polished, and professional. Once loaded the Inventory & Payments Coordinator will oversee the reservations and backend systems, carefully monitoring and maintaining the trip inventory, and providing frequent updates to stakeholders to ensure that trip inventory is expertly managed. Along with inventory, this role will be responsible for managing payment and balance dues with guests, hosts, and suppliers ensuring zero loss on operational error. The successful candidate will be a hyper-organized and process-driven person with strong attention to detail and a natural ability to learn and use multiple systems at once.

RESPONSIBILITIES

- Load and manage the booking and reservation system (Rezdy), ensuring inventory is 100% accurate and up to date at all times
- Take responsibility for payment and balance dues with guests, hosts, and suppliers ensuring zero loss on operational error
- Monitor availability on our reservation system and work closely with stakeholders to speedily resolve supply issues
- Skillfully execute administrative workflows, processes, and procedures
- Complete daily & weekly administration tasks, such as balances due
- Analyze incidents and systems issues and identify problems that affect users
- Monitor for abandoned cart bookings and flag to the Guest Experience team for follow up
- Update supplier details as needed
- Support the development and documentation of business processes, proactively identify gaps and recommend/deliver innovative solutions for ways to improve efficiencies

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- Escalate any issues that cannot be easily resolved to line manager and wider team
- Make amendments and cancellations in the system as required
- Ensure final guest numbers and guest information such as dietary requirements are recorded on the trip logs
- Other tasks as required

SKILLS
- At least 2+ years' experience working with systems and inventory management - group travel and/or events preferred
- Self-motivated, proactive, and highly organized with the ability to manage multiple projects simultaneously
- Experience with tour operator software and ability to efficiently learn software tools
- Experience in high volume and efficient data entry
- High levels of attention to detail and accuracy
- Strong problem solving skills
- Experience with complex pricing and loading of multiple room categories
- Fluent professional English and sharp eye for catching editing errors
- Passionate about continuous improvement
- Open minded, inquisitive, and curious
- Fluent in English, ideally having worked in international teams
- Experience with Rezdy, HubSpot, Monday.com, WordPress, Google Drive, and Slack 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**.**

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.