

# DHARMA

## **OPERATIONS MANAGER: TOUR OPERATOR**

**Format:** Salaried, Full Time

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

**Start date:** ASAP

### **JOB SUMMARY**

The Operations Manager is a critical role in the Operational Delivery team, ensuring that DHARMA will deliver our Trips and Events to the highest of standards. The Operations Manager will bring a proactive organizer with great problem solving skills to ensure successful delivery of all DHARMA Trips and Events globally. This role is remotely-based and will be tasked with confirming all components of a launched trip, escalating any pre-trip issues, and being the first point of contact for all issues or incidents during the trip. You will need to have a “helicopter” view of the Trips and Events and are able to direct and prioritize on a daily basis, juggling multiple live Trips at once.

You'll support sourcing and contracting the suppliers and be responsible for logging all trip info on our backend systems. The successful candidate will have working knowledge and experience of destinations, logistics, and be able to support the trip planning team with ultra-regional information. The role will be tasked with preparing destination and community-specific pre-trip information for guests and Talent. This manager-level role will be tasked with promoting DHARMA's core values and fostering a culture of passion, ownership, and going above & beyond.

Fluent professional English, both written and spoken, is required for this role. Experience with HubSpot, Monday.com, Google Drive, and Slack is preferred.

### **RESPONSIBILITIES**

- Support the Guest NPS metric, ensuring delivery of a world-class experience for guests and hosts pre-trip, on trip, and post trip. We have high expectations and so are looking for someone who takes care of the smallest details.
- Manage all trip operations ensuring services are provided in line with stringent quality and health & safety guidelines
- Own the pre- and on-trip operations checklists ensuring that they are delivered accurately and efficiently, and all tasks are completed to the highest standard.

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- Update all trip budgets and guest manifests to keep a “live” view of Trips and Events
- Manage all key stakeholders in the delivery of a trip (Talent, guests, suppliers, trip leaders and the DHARMA internal teams)
- Own transportation manifests and schedule trip transportation, adjusting in real time to accommodate last minute changes
- Maintain accurate and up-to-date information across several databases
- Ensure that all requests from guests, hosts and suppliers are processed within specified time schedules
- Source new suppliers as needed and negotiate rates to achieve best possible rates
- Maintain great relationships with partners, supporting the Supplier NPS metric
- Evaluate the entire trip operations, ensuring suppliers and trip leaders complete post-trip reporting and financial reconciliation
- Support with sourcing, recruiting, and managing trip leaders and local guides
- Support with delivering the guest communication plan as required
- Support the Guest Experience team with destination-specific information as required
- Occasional travel required to meet with suppliers and monitor service quality
- Assist with other Trip and Event projects as required
- Success will be measured through NPS survey responses from guests and Talent at every trip, and delivery to agreed budgets.

## SKILLS

- 3+ years of experience in a similar travel, tourism, or hospitality operations role specifically related to group travel or events
- Highly numerate, experienced with managing complex budgets
- Self-motivated, proactive, and highly organized with the ability to manage multiple fast-paced projects simultaneously
- Strong organizational skills and the ability to set priorities and meet deadlines
- Confident decision maker with strong attention to detail
- A passion for delivering next level guest travel experiences
- Active experience including yoga, fitness, sport, etc. preferred
- Fluent professional English required - written and spoken. Spanish, Portuguese and French additionally desirable
- Experience with Rezdy, HubSpot, Monday.com, Google Drive, and Slack preferred
- Experience managing trips on the ground as a guide/tour leader/trip leader/host is a bonus

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## **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.