

DHARMA

GUEST SUPPORT AGENT

Based: Remote

Reporting to: Sales & Service Manager

Start date: ASAP

ABOUT DHARMA

Our mission is to bring the world together through the power of shared experience.

Dharma is a fast-growing, travel-tech startup based in London, UK and Abu Dhabi, UAE. Our innovative business model creates, builds, launches, and operates private-label travel brands for the world's most iconic people and brands. We are proud to have happy clients across a range of industries from best-in-class fitness companies to A-list celebrities. 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.

JOB OVERVIEW

Provide service support to guests via inbound calls, email, live chat, social media, SMS or WhatsApp. You will answer guest queries via our omni channel support system, Zendesk. You will ensure accurate records are kept and guest bookings are updated, aiming for a 'one - touch resolution' for the guest each time.

RESPONSIBILITIES

- Answering incoming customer contact via omnichannel system (calls, messages etc) to resolve issues and enquiries, ensuring customer needs are met in a timely and professional manner to meet individual and team targets.
- Entering and updating customer account data, maintaining accurate and up to date records at all times.
- Build expert knowledge of the company product, systems, and processes.
- Maintain thorough and accurate customer service records
- Liaise with company suppliers to arrange collections, deliveries item repairs, correspondence and email management as needed

DHARMA

- Continual self-development focusing on expanding your knowledge of the travel industry including related travel law.

QUALIFICATIONS

- Travel industry experience would be preferred either in customer services or sales be it over the phone or face to face
- Clear and professional telephone manner
- Strong problem solving skills
- Strong data entry and record keeping skillsFluent Spanish and English language skills (written and verbal). Portuguese and French desirable
- Ability to work remotely and unsupervised
- Must be team oriented, extremely motivated, and able to make decisions
- Ability to operate in a fast-paced environment and work under pressure
- Strong organisational skills and the ability to set priorities and meet deadlines
- A passion for guest service and delivering next level guest service
- Excellent command of all general tech skills

HOW TO LEARN MORE

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

To apply for this position, please send us your résumé and cover letter. Feel free to submit the form linked [here](#) or send us an email at jobs@seekdharma.com. Our hiring team will be in touch within five working days to update you on the status of your application.