

DHARMA

FREELANCE TRIP LEADER

Based: Your local destination

Reporting to: Trip Operations Coordinator

Start date: Various

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

You will share your passion for your local area, communities and with our guests on their trips to ensure we deliver the optimal branded travel experience. You will manage all logistics, guest services and ensure the smooth operation of the trip. From start to finish you will deliver exceptional service ensuring that we exceed all expectations, being on hand to help whenever needed. You'll create meaningful and lasting emotional connections between guests and their trip experience, reinforcing the relevant brand values.

RESPONSIBILITIES

You'll be the face of the brand, responsible for the guests' experience and welfare throughout their trip. You'll prepare for each trip thoroughly, liaising with our HQ team and local suppliers. You'll meet and welcome guests at your local airport or at the trip starting point and lead them through their 4-10 day experience, being the first person up in the morning and the last to bed, ensuring a quality experience from start to finish.

DHARMA

You'll deliver engaging, informative, human-centric stories throughout the trip, ensuring guests get a real understanding of the destination and the connection between the brand and the destination experience.. You'll solve any and all guest issues, offering attentive and complete support at all times. You'll work like crazy behind the scenes to ensure the next day is planned to perfection and all arrangements are in place. You'll be completely present for each full day of the trip and be available 24/7 for any support needed. You'll manage the communications during the trip via our guest app, ensuring serious issues are escalated to Dharma HQ.

SKILLS AND ATTRIBUTES

- Emotionally intelligent, engaging and empathetic
- Highly organised
- Experience in a customer facing or hospitality role
- Confident communicator who can hustle a group through a busy area, but with the interpersonal skills to connect with all guests individually
- Ability to remain calm under pressure
- Ability to work independently
- Strong leadership skills
- Ability to connect guests to each other, yourself, and the football experience
- Ability to bond a group of strangers very quickly
- Tech and app savvy - you can use the latest tech to enhance the experience of your city without losing the human aspect of connection
- Ability to build effective relationships and resolve issues
- Ability to prioritise and make decisions

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.