

DHARMA

ACCOUNT MANAGER: Fitness / Wellness

Based: Remote

Reporting to: VP Talent

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.

JOB OVERVIEW

Account manager, Fitness / Wellness will act as project manager and account lead to ensure we exceed Talent (client) expectations at every turn. The suitable candidate must have strong project management experience, business acumen, and a demonstrable passion for fitness and wellness. Impeccable client management skills are imperative.

RESPONSIBILITIES

- The account manager is the Talent advocate and cheerleader and manages the experience for new and existing Talent.
- Provides a hand holding, seamless experience throughout the process of growing their retreat business.
- Responsible for making sure that all business verticals are performing to the quality and efficiency that we need to exceed Talent satisfaction and retention. This begins with our B2B clients (our Talent), but extends to our B2C clients (the traveler)
- The account manager is the source of truth for their Talent - managing every stage of the process from trip building, to brand building, to sales & marketing to go-live.
- The account manager is expected to collaborate with all business verticals to create a seamless process from start to finish - from trip build to go-live to on trip.
- Manage overarching project timelines and ensure deadlines are met.

DHARMA

- Collaborate with marketing team to establish strong marketing and distribution plans
- Collaborate with creative team and oversee the development and execution of the overall look and feel of all fitness and wellness brands including copy, web, social, and visuals, ensuring the comprehensive suite of brand deliverables exceed expectations
- Create a real strategy and process around building long term business relationships with our Talent.
- Take detailed notes, manage scheduling, and action follow up as needed
- Use previous experience in fitness and wellness to support in the selection of destinations, hotels, suppliers, etc.
- Maintain the client CRM

QUALIFICATIONS

- 2+ years of experience working closely with clients to exceed expectations
- Self-motivated and tenacious, with strong communication skills, an entrepreneurial spirit, and desire to exceed targets
- Relevant industry experience in fitness / wellness
- Ability to manage multiple projects simultaneously
- Skilled at anticipating client needs and delivering intuitive and highly personalised solutions
- Experience in a fast-paced, dynamic start-up environment
- Passionate about travel, culture, and unique global experiences
- Values privacy and confidentiality
- Digitally savvy and socially minded

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.