

DHARMA

GUEST OPERATIONS COORDINATOR

Based: Europe, Africa or Middle East

Reporting to: COO

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

You will enable and ensure successful operation of all trips and guest experience within your designated geographic area, providing guest and trip support as needed, pre, during, and post trip. You'll prepare the guest, guide and supplier pre-trip information to enable a successful trip operation and an exceptional and differentiated experience for the guests. You'll confirm all components of a trip, escalating any safety issues and being the first point of support for any issues or incidents during the trip. You'll assist in sourcing and contracting suppliers and be responsible for maintaining the trip information in our systems. You'll know your region inside out and will be able to assist the planning team in creating unique and inspiring trips, providing expert knowledge and advice from your sources on the ground.

RESPONSIBILITIES

- Confirming all final tour component aspects with suppliers
- Managing trip budgets

DHARMA

- Handling guest communications (email, direct message, and calls) and responding to any questions or concerns effectively and within required timelines and to relevant brand tone of voice.
- Scheduling and ensuring the accuracy of transfer, travel, and trip services
- Maintaining accurate and up-to-date information on all confirmed services across several databases
- Ensuring that all requests are processed within specified time schedule
- Negotiating supplier rates and researching suitable travel products
- Handling guest queries pre, during, and post trip
- Maintaining good relationships with partners and ensuring suppliers provide services in line with company guidelines
- Overseeing client itineraries and documents and ensuring prompt delivery
- Assisting with various projects and other duties
- Reporting on trip operations, ensuring suppliers and trip guides complete post trip reports and finances
- Sourcing, recruiting and managing our Trip Hosts and local guides
- Occasional travel required to meet suppliers / check services as required

QUALIFICATIONS

- 3+ years of experience in a similar position
- Experience of operating tours as a Guide/Tour Leader
- Must have worked in a travel, tourism, or hospitality role, responsible for operations or guest services
- Fluent English language skills (written and verbal). Portuguese and French (or Spanish) also desirable
- Ability to work remotely and unsupervised
- Commercial acumen to operate trips within budget and negotiate with suppliers
- Impeccable attention to detail
- Must be team oriented, extremely motivated, and able to make decisions based on both data and guest wellbeing.
- Ability to operate in a fast-paced environment and work under pressure
- Strong organisational skills and the ability to set priorities and meet deadlines

DHARMA

- A passion for guest service and delivering next level guest travel experiences.
- 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.