

DHARMA

GUEST SERVICE AGENT

Based: Remote (The Americas)

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'll be the front line of serving our guests as they enquire about our trips, during booking and before and after they travel. You'll provide world class guest service 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. Based in the Americas time zones you'll easily connect with our guests across a range of different brands, including general wellness, soccer, lifestyle, food and drink and health.

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.

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- Build expert knowledge of the company product, systems, and processes.
- Maintain thorough and accurate customer service records
- Liaise with company suppliers to arrange special requests
- Ensure all guest updates are logged and fed through to the Trip Operations team.
- Continual self-development focusing on expanding your knowledge of the travel industry including related travel law.
- Supporting other areas of the business whenever needed

QUALIFICATIONS & EXPERIENCE

- Travel industry experience would be preferred either in customer services or sales be it over the phone or face to face
- A passion for travel and helping guests experience the world
- Clear and professional telephone manner
- Accurate written skills
- 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
- Language skills: English Fluent spoken and written; French and Spanish beneficial.

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.

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