

DHARMA

CUSTOMER EXPERIENCE COORDINATOR - GROUP TRAVEL

Based: Remote

Reporting to: Director Trip Product and Ops

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 an exciting range of group travel brands created around passion points, from wellness to sport to food and drink. 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

As Customer Experience Coordinator you will be the client-facing voice and brand champion for DHARMA, overseeing and expertly managing the customer experience for our valued community. You will do this by providing customer support, overseeing the deployment of guest and trip comms, and fielding inquiries in a positive way that supports in promoting customer happiness and retention. You will be responsible for delivering the world class service necessary to ensure the success of our brands. You will build and own all inbound contact processes and answer customer queries via our omni channel support system, Zendesk. You will achieve a 'one - touch resolution' for customers, ensuring their query is resolved in one exchange. The suitable candidate must have a positive attitude, business acumen, and a demonstrable passion for best-in-class customer service. Professional-level English and additional language skills, particularly Spanish, French, and/or Italian, preferred.

RESPONSIBILITIES

- Be the client-facing voice and brand champion for DHARMA, fielding inquiries in a positive way that supports in promoting customer happiness and retention

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- Lead inbound client facing activity via omnichannel system (phones, emails, web, etc.), addressing client requests for service and/or information on products, pricing, refunds, etc., ensuring customer needs are met within agreed SLAs
- Own outbound guest communications and Trip Comms, including pre departure emails, final payment, and guest information reminders via Mailchimp and other systems
- Enter and update customer account data, maintaining accurate and up to date records at all times
- Manage FAQ and customer information on website and via Zendesk help center function
- Ensure all customer contact complies with the ABTA code of conduct
- Monitor all communication channels ensuring staff and the wider team are trained to answer all queries
- Provide inbound contact reporting to the leadership team
- Create and maintain service scripts, training and how-to documents
- Practice continual self-development, focusing on expanding your knowledge of the travel industry including related travel law
- Alert management to service concerns not resolved in a timely and acceptable manner
- Support the 24/7 emergency line for guests on trips, on a rota basis

QUALIFICATIONS

- At least 2+ years of customer service experience in a fast paced, high-volume environment, group travel industry preferred
- Passionate about customer experience and delivering next level customer service
- Experience with CRM database and/or ticketing software management, Zendesk preferred
- Professional-level English and with additional language skills (particularly French, Spanish, and/or Italian) preferred
- Strong interpersonal skills and skillful writer with the confidence and ability to communicate effectively and professionally
- Possessing of emotional intelligence and empathy
- Clear and professional telephone manner and ability to adapt to varying spoken and written tones of voice depending on brand

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- Confident decision maker with strong problem solving skills
- Ability to work remotely with a proven track record across diverse regions, cultures, and languages
- Strong data entry and record keeping skills and impeccable attention to detail
- Highly numerate with strong commercial expertise
- Ability to operate in a fast-paced environment and work under pressure, possessing of the ability to set priorities and meet deadlines
- Must be team oriented, motivated, and possessing of a can-do spirit
- Culturally minded, finger on the pulse of trends in fitness, health and wellness, fashion, food, sport and current events
- Knowledge of geography and international destinations
- Tech-savvy, experience with Google Drive, Zendesk, and Mailchimp preferred
- Experience in fast-paced, start-up environments preferred
- Hospitality experience preferred

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.