

# DHARMA

## **SYSTEMS & INVENTORY ADMINISTRATOR – GROUP TRAVEL**

**Based:** Anywhere

**Reporting to:** Head of Operations

**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 places as diverse as London, Abu Dhabi, Toronto, Tuscany, and Barcelona. 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 Systems & Inventory Administrator you will play the pivotal role of ensuring our trips are set up correctly and available to be booked by our guests. In this role, you will oversee the data administration of all our reservations and backend systems, ensuring a seamless booking experience and data flow for our guests and operations team. You will ensure that room inventory is managed so that when trips are getting short on rooms the Account Managers can be notified to source additional supply. Additionally, you will support the operations and product teams with projects as needed and own any manual guest journey communications.

A suitable Systems & Inventory Administrator candidate will be a hyper-organized and methodical person with great attention to detail and a natural ability to learn and use multiple systems at once.

### **RESPONSIBILITIES**

- Own the booking and reservation technology system
- Manage all product loading
- Skillfully execute administrative workflows, processes, and procedures

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- Create and maintain trackers for documents
- Create products and departures in our tour operator reservation system
- Manage inventory and maintain availability on our reservation system
- Maintain and update supplier details on our systems
- Follow up and speedily resolve booking or supply issues through engagement with internal stakeholders and suppliers
- Analyze incidents and identify problems that affect users
- Make sure that documents are updated when changes are implemented
- Check the system for abandoned cart bookings and flag to the customer experience team
- Keep a log of failed bookings and system issues, reporting to the provider or the suppliers to reach a solution
- Complete daily & weekly administration tasks, such as balances due
- Support the development and documentation of business processes, proactively identify gaps and recommend/deliver innovative solutions for ways to improve efficiencies
- Escalate any issues that cannot be easily resolved to line manager and wider team
- Send guest journey emails as and when required
- Make amendments and cancellations in the system as required
- Ensure final guest numbers and guest information such as dietary requirements are recorded on the trip logs
- Other duties as required

## **QUALIFICATIONS**

- At least 2+ years' experience working with systems and inventory management
- Experience with tour operator software and ability to efficiently learn software tools
- Experience in high volume and efficient data entry
- High levels of attention to detail and accuracy
- Customer centric; passionate about delivering quality DHARMA products and services
- Strong problem-solving skills and good communication skills
- Passionate about continuous improvement, collaboration and great teams
- Open minded, inquisitive, life-long learner mentality
- Comfortable with ambiguity, highly autonomous

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- Fluent in English, ideally having worked in international teams
- Experience with Rezdy booking systems preferred
- Experience with monday.com project management software 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](mailto:jobs@seekdharma.com).