

DHARMA

TRIP OPERATIONS COORDINATOR – 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

You will ensure successful operation of DHARMA trips by confirming all components of a trip, escalating any safety issues and be a 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.

RESPONSIBILITIES

- Own the pre- and on-trip checklists and ensure that they are delivered flawlessly
- Create and update all trip budgets and trip manifests
- Ensure our clients and guests feel expertly supported before, during, and after the trip
- Manage all pre-trip operations including supplier confirmations, modifications, and requests
- Manage all key stakeholders in the delivery of a trip (client, guests, suppliers, trip leader)
- Ensure all guests pay their balance dues on time
- Ensure all supplier payments are made on time

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- Ensure all guest communications are sent out in a timely manner
- Confirm all final trip component with suppliers
- Schedule and ensure the accuracy of transfer, travel, and trip services
- Maintain accurate and up-to-date information on all confirmed services across several databases
- Ensure that all requests are processed within specified time schedule
- Negotiate supplier rates and research suitable travel products
- Maintain good relationships with partners and ensure suppliers provide services in line with company guidelines
- Oversee client itineraries and documents and ensure prompt delivery
- Report on trip operations, ensuring suppliers and trip guides complete post trip reports and finances
- Support with sourcing, recruiting and managing our trip leaders and local guides
- Manage trip leader onboarding and checklist to ensure flawless execution for each departure
- Assist with various projects and other duties
- Occasional travel required to meet suppliers / check services as needed

QUALIFICATIONS

- 3+ years of experience in a similar travel, tourism, or hospitality operations role specifically related to group travel
- Experience managing trips on the ground as a guide/tour leader/trip leader
- Professional-level English and additional language skills, particularly French and/or Spanish preferred
- 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 remote environment and work under pressure
- Strong organizational skills and the ability to set priorities and meet deadlines
- A passion for delivering next level guest travel experiences
- Tech-savvy, experience with Google Drive, Zendesk, and Mailchimp preferred

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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.