

# DHARMA

## **DIRECTOR OF OPERATIONS: GROUP TRAVEL**

**Format:** Salaried, Full Time

**Based:** Remote, preferred time zones between GMT-6 and GMT+2

**Start date:** ASAP

### **JOB SUMMARY**

As a key member of DHARMA's leadership team, the Director of Operations: Group Travel will hold responsibility for worldwide operations at DHARMA, leaning on vast professional experience and expertise in travel and event operations to ensure the delivery of safe, successful, and profitable group trips, wellness retreats, and destination events that our hosts and guests love. This role will involve expertly managing all aspects of trip delivery, inventory management, supplier payments, and health and safety as well as trip leader recruitment, training, and scheduling. This dual role will also be responsible for omnichannel guest support and crisis management. A proactive self-starter able to hit the ground running on day 1, this role will also be tasked with implementing the future-forward strategies, processes, and technology that will continue to fuel DHARMA's powerful growth. The successful candidate will be an experienced and natural leader, able to lead and manage a diverse remote team and will be tasked with promoting DHARMA's core values and fostering a culture of passion, ownership, and above & beyond. Fluent professional English, both written and spoken, is required for this role. Experience with HubSpot, Monday.com, Google Drive, and Slack preferred.

### **RESPONSIBILITIES**

- Own responsibility for Operations at DHARMA, overseeing successful operations of 500+ group trips a year and ensuring all operational objectives are met on time and on budget
- Own the Guest NPS metric, taking full responsibility for delivering a world-class experience for guests and hosts pre-trip, on trip, and post trip
- Own payment and balance dues with all guests, hosts, and suppliers ensuring zero loss on operational error
- Own the booking and reservation system (Rezdy), ensuring inventory is 100% accurate and up to date at all times
- Oversee the recruitment, training, management, and scheduling of a team of independent, freelance trip leaders, owning the Trip Leader NPS metric

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- Oversee suppliers and develop and manage business relationships with key partners, building scalable systems for communication and delivery of services, owning the Supplier NPS metric
- Take responsibility for setting clear objectives and promoting a culture of learning and development that supports in the achievement of individual and team KPIs
- Recruit, manage, and inspire a world class, geographically dispersed remote team
- Proactively create and implement tech-powered processes that solve for operational inefficiencies and streamline tasks
- Document all operational processes, creating a comprehensive suite of training materials that drives efficiency
- Update and maintain complex T&Cs, booking & cancellation conditions, and website policies in line with ABTA requirements
- Own ABTA relationship and certification
- Ensure Health & Safety standards are met or exceeded
- Own the 24/7 inbound guest support and ticketing process for guests and hosts ensuring prompt, competent, and specific response in line with DHARMA hospitality initiatives
- Develop, implement, and ultimately own responsibility for a comprehensive plan of 24/7 incident management and emergency procedures at the trip and company level that ensures live trips are well supported across all time zones, day and night
- Manage and report on guest/host metrics and team performance including customer satisfaction, first response time & resolution, and ticket volumes

## SKILLS

- At least 4+ years' experience leading a team in a high-volume (100+ departures/3,000+ guests/per year) operations role (DMC or tour operator) - group travel and/or destination events strongly preferred
- Ultra proactive, self-motivated, and tenacious, possessing of an entrepreneurial spirit, ability to take bold initiative, and desire to exceed expectations
- Strong interpersonal skills, experience managing cross-cultural and geographically dispersed teams, and possessing a strong ability to motivate others
- Experience overseeing stakeholder NPS scores, a key KPI for the role
- Extensive knowledge of regions and countries worldwide
- Fluent professional English, both written and spoken
- Experience in a remote, fast-paced, dynamic start-up environment preferred

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- Experience with Rezdy, HubSpot, Monday.com, Google Drive, and Slack preferred
- Experience in the operations of active trips including yoga, biking, hiking, water sports, etc. preferred
- Candidates with foreign language skills preferred - Spanish, French and Italian
- Previous experience as a guide / tour leader in a customer-facing role preferred
- Previous event and/or festival experience preferred

## HOW TO LEARN MORE

Thank you for your interest in DHARMA. We appreciate your enthusiasm.

To apply for this position, please send us your CV and cover letter. To do this you can submit the job application form linked [here](#).

## ABOUT DHARMA

Our mission is to bring the world together through the power of shared experience.

DHARMA is a fast-growing, travel-tech startup who's innovative B2B2C business model creates, builds, launches, and operates trips for influential people and brands created around passion points - from fashion to wellness to food and wine. 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.