

DHARMA

TALENT MANAGER: GROUP TRAVEL

Format: Salaried, Full Time

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

Start date: ASAP

JOB SUMMARY

The Talent Manager will oversee account management for the incredible influencers, bloggers, creators, leaders, and iconic brands that we at DHARMA call our Talent. The selected Talent Manager will expertly guide Talent through their onboarding at DHARMA, to trip build, trip branding, sales & marketing planning, go live and beyond, ensuring all phases of the DHARMA process are delivered with passion and expertise. A proactive self-starter able to hit the ground running on day 1, the selected Talent Manager will inherit an exciting roster of new and existing Talent in various stages of their journey and will jump into action, quickly building rapport and moving the trips in the pipeline to go live. The successful candidate must have proven project management skills, strong commercial acumen, and impeccable client management skills along with an ingrained interest in culture and current zeitgeist to ensure the brands we are creating are ahead of trend. Fluent professional English, both written and spoken, is required for this role. Professional level experience with social media including Instagram, YouTube, and TikTok is necessary for this role and experience with HubSpot, Monday.com, Google Drive, and Slack is preferred.

RESPONSIBILITIES

- Be the ultimate advocate for DHARMA Talent, providing a consistent and seamless Talent experience from first trip to far beyond
- Boldly support Talent in achieving their sales targets, using strong marketing skills to evolve sales and marketing strategies in line with data, introduce promotions, and develop social campaigns that convert
- Bring strong financial management skills and oversee the Trip Design budgeting and reconciliation process to ensure Talent meet or exceed their earning expectations on a trip and brand level
- Take responsibility for ensuring that all DHARMA teams tasked with servicing Talent (from Trip Design, to Marketing, to Ops) are providing quality and efficiency service that exceeds Talent satisfaction
- Achieve NPS targets for ongoing Talent satisfaction and retention

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- Expertly manage the onboarding process for new Talent and proactively move the process forward, from trip building, to brand building, to sales & marketing to go-live, owning the project timeline and ensuring deadlines are met
- Collaborate with the marketing team to develop and implement comprehensive marketing, communication, and distribution strategies that are on-brand for Talent and achieve target sales
- Support Talent and their Guests in the lead up to the trip, overseeing the development and deployment of the destination-specific Guest Journey and post-trip NPS surveying
- Utilize a sharp eye for detail and strong aesthetic sense to oversee the development of the look and feel of Talent travel brands including polished copy and landing page design ensuring detailed trip information is correct
- Building long term relationships with our Talent forged on competence, efficiency, personalization, and heart
- Maintain the CRM and own the profile development for Talent, managing the scheduling and preparation for key meetings, creating polished decks, taking detailed notes, and actioning all follow up as needed
- Oversee the selection, design, and purchasing of branded swag

SKILLS

- At least 2+ years of experience working closely with clients to exceed expectations - previous experience with influencers, bloggers, creators, leaders, and iconic brands preferred
- Ultra proactive, self-motivated, and tenacious, possessing of an entrepreneurial spirit, ability to take bold initiative, and desire to achieve targets and exceed expectations
- Proactively monitor projects to anticipate potential risks/bottlenecks and identify solutions to keep the process moving efficiently
- Strategic thinker excited to leverage the power of out Talent to support in negotiating contracts and to create diversified ancillary revenue opportunities from merchandising to content creation
- Ultra-polished, written and verbal communication skills
- Meticulous organizational skills, high attention to detail, and the ability to multitask
- Skilled at anticipating client needs and delivering intuitive and highly personalized solutions with experience servicing VIP's, personalities, and celebrities

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- Digitally savvy and socially minded
- Experience in a remote, fast-paced, dynamic start-up environment 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.