

DHARMA

OPERATIONS MANAGER (AMERICAS): GROUP TRAVEL

Format: Salaried, Full Time

Based: Remote, preferred time zones between GMT-8 and GMT-3 (Americas)

Start date: ASAP

JOB SUMMARY

The Operations Manager will bring proactive organizational and problem solving skills to ensure successful operation of all DHARMA trips in the Americas and beyond. This role will be tasked with confirming all components of a trip, escalating any issues, and being the first point of contact for any issues or incidents during the trip. You'll support in sourcing and contracting suppliers and be responsible for logging all trip info on our backend. The successful candidate will be knowledgeable about the destinations, logistics, and geography of the Americas and be able to support the trip planning team with ultra-regional information. The role will be tasked with preparing destination-specific pre-trip information for guests and hosts. This manager-level role 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

- Support the Guest NPS metric, ensuring delivery of a world-class experience for guests and hosts pre-trip, on trip, and post trip
- Manage all trip operations ensuring services are provided in line with stringent quality and health & safety guidelines
- Own the pre- and on-trip operations checklists ensuring that they are delivered accurately and efficiently
- Update all trip budgets and guest manifests
- Manage all key stakeholders in the delivery of a trip (host, guests, suppliers, trip leader)
- Own transportation manifests and schedule trip transportation, adjusting in real time to accommodate last minute changes
- Maintain accurate and up-to-date information of all confirmed services across several databases
- Ensure that all requests are processed within specified time schedule

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- Source new suppliers as needed and negotiate rates to achieve best possible rates
- Maintain great relationships with partners, supporting the Supplier NPS metric
- Report on trip operations, ensuring suppliers and trip leaders complete post-trip reporting and financial reconciliation
- Support with sourcing, recruiting, and managing trip leaders and local guides
- Support the Guest Experience team with destination-specific information as required
- Occasional travel required to meet with suppliers and monitor service quality
- Assist with other projects as required

SKILLS

- 3+ years of experience in a similar travel, tourism, or hospitality operations role specifically related to group travel
- Highly numerate, experienced with managing complex budgets
- Self-motivated, proactive, and highly organized with the ability to manage multiple fast-paced projects simultaneously
- Strong organizational skills and the ability to set priorities and meet deadlines
- Confident decision maker
- Strong attention to detail
- A passion for delivering next level guest travel experiences
- Active experience including yoga, biking, hiking, water sports, etc. preferred
- Fluent professional English and Spanish required, both written and spoken. Portuguese and French additionally desirable
- Experience with Rezdy, HubSpot, Monday.com, WordPress, Google Drive, and Slack preferred
- Experience managing trips on the ground as a guide/tour leader/trip leader 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

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has a positive impact on the world and does exceptional work. Together, we are revolutionizing the way travel experiences are built, promoted, and delivered.