



MODERN ADVENTURE

Experience Coordinator (Full-Time) Portland, Oregon

Who We Are

Modern Adventure handcrafts extraordinary journeys around the globe. We partner with tastemakers across many disciplines and with mission-driven companies who are doing remarkable things. We deliver exemplary guest experience and travel that showcases the people and places we visit.

As a certified B-Corp and Certified Climate Neutral business, we believe in making a difference in people's lives. We have the privilege of working with some of the world's most inspired and inspiring brands and we are fiercely committed to delivering exceptional experiences on all seven continents.

We are small, nimble, productive and about finding the right fit for our team. We want to build a company who dares to do big things and dreams of making a difference in the world.

Who You Are

You are a passionate customer experience professional, with outstanding organizational and administrative skills. You have experience in the travel or hospitality industry and are familiar with coordinating inventory, operator relationships, and guest communications, and experienced with reservation and operations systems.

You maintain a concierge approach to all of your communications and know how to deliver exemplary service at all inbound and outbound touchpoints. You are a key contributor to the guest experience on the phone and in written communications

You work across all stages of the guest lifecycle. You coordinate the communication of sales leads, post-transaction questions, pre trip and on trip guest communications. You are an excellent phone and email communicator.

You are a confident and effective written and verbal communicator with internal and external stakeholders.

What you'll do:

You are the customer service representative, for inbound inquiries, information and requests on the phone and in email. You are responsible for building and maintaining products and guest

records in our systems. You are a key liaison for the operational guest details. You support in the creation and accuracy of guest-facing documentation. You are responsible for ensuring the relevancy of our Knowledge Base and FAQs as they relate to guests and our travel experiences. You are a key support to our MOAD guest experience and trip operations

What you'll bring

- 3+ years customer service / operations experience **in travel or a related hospitality or guest / customer-facing field**
- Proven track record of successful customer and partner communications
- Proven track record working with inventory, rooming, travel manifests and guest information
- Systems experience including Zendesk, Salesforce, WordPress and Reservation systems
- The ability to communicate with cross functional teams
- Ability to work in a fluid, collaborative environment and manage multiple projects simultaneously
- Hustle, courage, humility
- A team player and are great to work with

What We'll Give You

- Guidance, support, inspiration
- A fast-paced learning environment
- The opportunity to build something beautiful and make a difference
- Money
- Health benefits
- Travel opportunities
- Paid holidays and vacation
- A great place to work

TO APPLY:

Send a cover letter and resume to careers@modernadventure.com and include "Experience Coordinator" in the subject line.