



MODERN ADVENTURE

Guest Services Specialist (Full-Time)

Portland, Oregon | Remote OK

Who We Are

Modern Adventure handcrafts extraordinary journeys with extraordinary people. We partner with tastemakers across many disciplines and with mission-driven companies who are doing remarkable things. It's our job to create extraordinary travel experiences that bring our partners' points of view, and why they exist, to life.

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're also a start-up. That means we're small, nimble, 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. So do you.

Who You Are

You are an energetic and passionate customer experience professional working across all stages of the consumer lifecycle. You maintain a concierge approach to all of your communications and know how to deliver exceptional service at all inbound and outbound touchpoints. You enjoy talking about travel and creating customer-centric experiences.

You work with pre-sale leads and post-transaction guest communications. You are a key contributor to the guest experience and the smooth operational running of our experiences.

You are deeply familiar with Zendesk (preferred) or similar cloud-based Customer Service software. You are organized and can manage multiple guest needs at various stages within the lifecycle. You know the value of timely, accurate information to drive conversion and loyalty. You strive to deliver excellence in all consumer touchpoints.

You are comfortable coordinating reports, and delivering snapshots to the team. You have top-notch phone, grammar, and computer skills and are able to confidently craft polished and elevated communications to guests and internal stakeholders.

What you'll do:

Be part of the Modern Adventure Experiences Team that sells, markets, designs and operates our travel experiences. Your primary function is to serve our guests as the main point of contact for all information requests and needs both pre- and post booking. You will also support all our inbound inquiries. You are responsible for ensuring the relevancy of our Knowledge Base and FAQs as they relate to guests and our travel experiences. You will work cross-functionally across all Experience teams and report to the VP, Experiences. You are:

- A key team member supporting our MO/AD guest experience and trip operations
- Warm and welcoming with excellent listening, written, and verbal communication skills
- A hospitality professional with a customer-centric mindset
- A Zendesk super-user responsible for building process, templates and reports
- Able to deliver a high-touch guest experience that matches our on-trip experience
- A timely communicator and responds to guest questions and needs pre, post and on trip
- The primary guest contact and responsible for guest management and communications
- Data driven and able to manage and update guest information in our CRM, Salesforce
- A teamplayer, coordinating closely with the Operations team to ensure guest information is complete and accurate for all MO/AD trips
- Proactive with a high level of initiative
- Patient, polite, and able to tactfully handle difficult guest situations
- Highly organized with superior attention to detail
- Able to excel in a fast paced and ever changing environment
- A partner to the production team for guest focused trip related materials / copy
- A partner to our sales and marketing team for inbound sales data and insights
- Do great work and be great to work with

What you'll bring

- 3+ years customer service experience and an attitude of "Yes, we can"
- Proven track record of successful customer communications, preferably in a travel-related (hotel, hospitality) company
- Strong knowledge of customer service management, preferably leveraging ZenDesk or Salesforce Service Cloud
- Proven ability to deliver reports, build templates and create insights
- The ability to communicate with cross functional teams
- Ability to work in a fluid, collaborative environment
- Hustle, courage, humility

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
- Exceptional travel opportunities
- Paid holidays and vacation
- A great place to work