



MODERN ADVENTURE

Manager, Guest Services (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 guest experience professional working across all stages of the guest 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 guest-centric experiences.

You are a key leader to the guest services team and will provide operational oversight and management as well as drive best in class service. You and your team will work with pre-sale leads and post-transaction bookings. You are deeply familiar with Customer Service and CRM software and technology. 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 creating and compiling 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 and provide direct support, coaching, and leadership to the Guest Services Team to ensure a best in class guest experience. This position will also work collaboratively in developing, implementing, and executing consistent guest service processes in order to achieve an excellent experience across the entire guest journey. One of your primary functions is to be responsible for managing all guest-related elements of Paragon (Luxury) trips, handling pre- and post- trip documentation, preparation, and communication of trip details, and answering all guest questions. You will work cross functionally across all departments. You are:

- A key team leader supporting our MO/AD guest experience and trip operations
- A coach who motivates, and provides leadership to the Guest Services Team
- Work closely with the VP, Experiences to develop, implement, and execute exciting and innovative practices, systems, and tools to ensure the highest level of guest satisfaction.
- Take an active role in creating genuine interactions with each guest and consciously building rapport and instilling confidence. We value creating meaningful relationships.
- Warm and welcoming with excellent listening, written, and verbal communication skills.
- A hospitality professional with a guest-centric mindset.
- Able to deliver and train on a high-touch guest experience that matches our on-trip experience.
- A timely and proactive communicator; answering guest questions, explaining trip details, and responding to all pre-trip needs.
- The primary Paragon guest contact and responsible for guest management and communications.
- Data driven and able to analyze information to provide timely, accurate reports and recommendations to stakeholders that will help inform decisions and drive quality.
- A teamplayer, coordinating closely with the Operations team to ensure guest information is complete and accurate for all MO/AD trips.
- A partner to the production, sales and marketing teams.
- Proactive with a high level of initiative.
- Professional, patient, polite, and able to tactfully resolve difficult guest situations.
- Highly organized with superior attention to detail.
- Able to excel in a fast paced and ever changing environment.
- Do great work and be great to work with.

We Are a Start Up:

- As an innovative, fast moving company, great flexibility is required. We move fast, make changes, and often refine roles and responsibilities to drive the business forward. Being comfortable with change and having a beginners and learning mindset is key.

What You'll Bring

- 7+ years customer service experience and an attitude of "Yes, we can"
- Proven track record of providing successful guest experiences and operations, preferably in a travel-related (hotel or hospitality) company
- Experience with managing teams and providing day to day coaching and support
- Exhibit strong decision-making skills
- Strong knowledge of customer service software including Zendesk and/or Salesforce

- Working knowledge of Smartsheet or other project management software
- Proven ability to deliver reports, build templates and create insights
- The ability to communicate with cross functional teams and excellent interpersonal skills
- Ability to work in a fluid, collaborative, and fast-paced environment
- A strong work ethic and excellent follow-through skills
- Ability to maintain, control and communicate deadlines, roadblocks, and escalations as needed
- Ability to provide leadership, prioritize, organize, motivate, problem solve, delegate, follow up, and communicate
- Hustle, courage, humility

What We'll Give You

- Receive the guidance and support to challenge yourself and take your career to the next level
- The opportunity to build something beautiful and make a difference
- Enjoy a competitive compensation package that includes: awesome health benefits, paid holidays and vacation, and exceptional travel opportunities
- Work in a great place with inspiring humans

Sound like you? Share your portfolio and introduce yourself by emailing us at careers@modernadventure.com