



MODERN ADVENTURE

Guest Services Coordinator (Part-Time or 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 help 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 guest 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 and provide direct support to the Guest Services Team to deliver a best in class guest experience. Your primary function is to serve our guests as the initial point of contact for all information requests and needs both pre- and post booking. You will manage all inbound inquiries and assign as needed. You are responsible for maintaining 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 Manager, Guest Services. You are:

- A key team member supporting our MO/AD guest services team
- Warm and welcoming with excellent listening, written, and verbal communication skills
- A hospitality professional with a guest-centric mindset
- A Zendesk (or similar) super-user responsible for building process, templates and reports
- A timely communicator and responds to guest questions and needs pre, post and on trip
- The initial guest contact – managing the Zendesk inbox and coordinating guest communications
- Data entry and administrative support related to guest information and payments in our CRM, Salesforce
- Coordinate the collection of guest payments and payment schedules
- Able to draft and proof various guest-related documents
- 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
- 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

- 1+ years guest service experience and an attitude of “Yes, we can”
- Proven track record of successful guest communications, preferably in a travel-related (hotel, hospitality) company
- Strong knowledge of customer service management, preferably leveraging ZenDesk or Salesforce Service Cloud
- The ability to communicate with cross functional teams
- Ability to work in a fluid, collaborative environment
- 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