



## **MODERN ADVENTURE**

### **MO/AD Private Travel Coordinator (Part-Time)**

Portland, OR or Remote

#### **Who We Are**

Modern Adventure handcrafts extraordinary journeys with extraordinary people, to produce magical moments and lasting bonds. 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, we believe in making a difference in people's lives. We know that how we travel matters, 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 that dares to do big things and dreams of making a difference in the world. So do you.

#### **Who You Are**

You provide administrative support to the Private and Custom Travel team of Travel Designers who create high-touch, personalized planning services and tailored itineraries for existing and prospective Modern Adventure guests and custom groups inquiring about bespoke travel. You will work closely with the Private Travel Designers and Sales experts to ensure excellence in our custom traveler experience.

You are incredibly organized, thorough, and love engaging and communicating with others. You have previous experience in a hospitality setting and take a concierge-style approach to your guest interactions. You are culturally curious and passionate about global travel.

#### **What You'll Do**

Be part of the Modern Adventure Experiences Team and provide direct support to the Private and Custom Team to deliver a best in class guest experience. Your primary function is to serve the Private and Custom Team by handling administrative related functions and proposal creation to support sales conversions and a seamless guest experience. You will manage Private and Custom inbound inquiries and assign as needed. You will work cross-functionally across all Experience teams. You are:

- A key team member supporting our MO/AD Private and Custom team
- Warm and welcoming with excellent listening, written, and verbal communication skills
- A hospitality professional with a guest-centric mindset
- Tech savvy with an aptitude for customer service software such as Salesforce and Zendesk
- The initial guest contact – managing leads in the Zendesk inbox, support with qualifying leads, and coordinating guest communications once booked
- Able to handle 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 including proposals and final guest documents
- A teamplayer, coordinating closely with the Experiences team
- 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 or related experience and an attitude of “Yes, we can”
- Proven track record of successful guest communications, preferably in a travel-related (hotel, hospitality) company
- Systems experience including online reservation systems, itinerary proposal software, Salesforce, and Zendesk
- On point organizational skills with a proven track record of balancing multiple priorities
- Excellent attention to detail and an instinct for managing complex logistics
- 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

**TO APPLY:**

Send a cover letter and resume to [careers@modernadventure.com](mailto:careers@modernadventure.com) and include "Private Travel Coordinator" in the subject line.