



## **JOB DESCRIPTION**

### **Guest Experience Representative**

#### **Company Background**

North America Tour Hub ("NATH") is a fast growing, high energy and fun place to work. The company provides a wide range of tours in 9 cities around the USA, focused on the Urban Adventures brand, which provides public and private walking, food and drink, and out-of-town tours. The company was established almost two years ago, and many of the destinations within its remit have been operating for 10 years. The city operators are all important, unique and pace setting tour providers, well respected by their peers and those who market the cities within the region and around the world.

The current group of companies provide tours in Miami, Washington DC, Philadelphia, New York, Boston, Chicago, Denver, Las Vegas and New Orleans. It is expected that further city locations will be added over the coming months and years.

The company is looking for Guest Experience Representatives, to work 20 or more hours per week, covering administrative and customer service duties for a number of cities in the network. This could be as many as five different cities.

#### **Experience:**

No prior direct experience is necessary; however, the successful candidate will have an outgoing personality, will find it easy to socialize and relate to people of all kinds, and may have some experience talking on the phone. He or she will be quick thinking and able to handle customer situations that can sometimes be contentious, and probably have a love for travel.

#### **The Role:**

Tasks include:

##### **Phone**

- Answering calls to a number of city location business lines
- Returning messages in a timely manner
- Ensuring that the phone is covered at all times (during all hours agreed to be within the candidate's shifts)

##### **Emails**

- Answering emails from the info@ account
- Keeping current with emails on a daily basis
- Forwarding relevant e-mails to other NATH or local team members as necessary

##### **Proposals**

- Receive and respond to simple proposal inquiries and pass more advanced inquiries on to the Guest Experience Manager



#### Scheduling

- Tracking and organizing the tour schedule on a daily basis
- Daily maintenance of tour schedule and capacity / allotments
- Sending daily reports to guides (if necessary)

#### Airbnb

- Managing daily and hourly interaction with guests

The Guest Experience Representative will work with the Guide Experience Manager and the local City Guide and Team Leaders to manage proposals and local issues and keep each of these people up to date on issues and opportunities as they arise.

Because of the nature of the company and its current pace, it is likely that other tasks will be added over time.

#### Compensation and hours

This is an opportunity to work in a fun, fast-moving, and collaborative work-place, with people who are passionate about travel, their cities, and providing visitors with a unique and life-changing experience. We want someone with passion to join the team in this role, and will provide that person with support and a great learning environment.

While the candidates will be expected to be available to answer phone calls and respond to e-mail inquiries as and when they occur, it is expected that there will quiet times and the ability for candidates to do other things during those times that they are “on the clock”. The company will pay an hourly rate of \$10 per hour on a contractor basis, meaning that the Representative will be paid as a 1099 employee.

#### Your application

Applicants must provide the following with their initial response:

- A full resume of their experience
- A statement about any days or hours that they can't be available (for example, if they have other work commitments)
- The best trip or vacation they ever had

Any applicants that do not include all of these items will not get a response, all others will!

Please send your applications directly to [jason@phillytourhub.com](mailto:jason@phillytourhub.com).