



SCUBA TRAVEL EXPERT—PADI TRAVEL

PADI Travel is searching for a SCUBA TRAVEL EXPERT at our Regional Headquarters located in Rancho Santa Margarita CA. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits. We are an amazing company searching for amazing people to join our team!

PADI Travel is the ultimate online travel agency for divers. It's a platform like no other, inspiring divers to dive more, travel more and take care of our oceans. Researching and booking a scuba holiday has never been easier nor more enjoyable.

Through our website, we receive many leads from divers around the world looking to book a dive holiday. We run a hybrid model where customers can either book fully independently or interact with us to get consulting from our scuba travel experts before they book. As such, we strive to provide first class customer service in the form of timely and very knowledgeable advice.

We are looking for experienced scuba divers/travel agents who are digital natives, are comfortable taking initiative and who thrive in a fast-paced and growing environment.

As a member of our scuba travel expert team, you will handle the end-to-end booking process for our customers. This involves:

- Answering their questions and advising them – through chat, email and phone
- Interacting with our suppliers to get answers to open questions and confirm bookings
- Driving customers to final booking
- As necessary, providing further post-booking customer support
- Independent and self-motivated, you don't require constant feedback and you have a secret love for perfection and attention to details.

We are looking for experienced and independent scuba travel expert who can hit the road running:

- Must be an active diver who has personally dived around the world and loves to talk about diving
- Strong background in direct, commission-based sales with proven track record
- Background in a travel agency/dive travel agency advantageous but not a must
- Entrepreneurial and "hungry" sales person who loves to interact with the customer and gets a kick out of closing a sale
- Digital native
- Proven self- starter
- Being able to multitask/prioritize and work well under pressure
- Looking for a career (not just a job)
- Independent and able to work with minimal supervision

- Outstanding verbal and written communication in English (other languages are a big plus)
- Customer-centric – always looking for the best for the customer
- Open and willing to learn
- Ethical and professional with a high attention to detail
- Strong team mentality

We offer a performance driven compensation package with very attractive benefits. Top performers can expect to earn well. Additional perks include discounted scuba travel throughout the year (if available).

Founded in 1966, PADI has grown consistently through our 52 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI certified our 25 millionth diver in 2016, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and an extensive benefits plan.

If this job sounds interesting to you and you meet these requirements described above we'd like to get to know you! Note on the application process:

Please apply using this link: <https://padi.breezy.hr/p/4fb074f41a0301-padi-travel-us--scuba-travel-expert>

- In lieu of a cover letter there is a questionnaire to be filled out after your initial application
- Please read through all the questions before you start answering to avoid duplicate answers
- Please answer in a structured manner by comprehensively addressing each question and sub-question
- A separate cover letter is NOT required

To learn more about our company visit us at www.padi.travel.com.