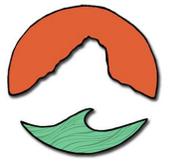


Customer Service Representative

Job Description

Both Part and Full Time Positions (Remote)

Moterra
Campervans



About Us

Moterra is a luxury campervan rental company. The core of our mission revolves around facilitating outdoor experiences in our all inclusive, Mercedes campervans. We pair our impeccably maintained vehicles with engaging, high touch customer service to create a seamless travel experience, which allows our clients the opportunity to effortlessly connect both with the wild spaces they came to enjoy and the loved ones they came to enjoy it with. We are lucky to have an amazing crew that is innovative, motivated, and creative. Located at the gateways to some of the most beautiful landscapes throughout the west, we pride ourselves on our holistic approach to business, with a focus on unparalleled customer service and a thriving company culture with opportunities for career development.

[Instagram](#) | [GoMoterra.com](https://www.gomoterra.com) | [Google Reviews](#)

Job Responsibilities

This role will focus primarily on being a trusted resource for prospective guests as well as our existing clients. Our sales and customer service positions are integrated into one role that ensures we provide a genuine and consistent experience for our guests at every turn. This role manages a majority of pre, post, and on-trip customer communication, reservation management, and van logistics to ensure a consistent client experience. Our sales philosophy is to be as helpful and attentive as possible & our vans will sell themselves.

Sales- *40% of your time will be helping facilitate/selling van reservations & destination specific itineraries*

- Converting leads to sales for all general bookings and itinerary clients through instant follow up and persistent tracking of new leads (or prospective customers)
- Answer inbound calls, emails and chats from prospective customers
- Reporting on weekly trends and sales
- Ensure pertinent information is centralized in the booking platform in a way that empowers all Regional Staff to successfully do their jobs

Customer Service- *40% of your time will be providing exceptional customer service to all of our past, present, and future guests*

- Providing 'above and beyond' guest focused experience in every interaction
- Responsible for all communication with guests via email, phone, and chat, acting as an informed resource to efficiently assist with all trip details and Moterra related questions
- Ensure that all of Moterra guests feel immediately confident that they have made the right decision through our warm hospitality, knowledge of the regions we operate in and how best they can use the van to elevate their experience.

Logistics - *20% of your time is dedicated towards coordinating and facilitating company wide logistics & communication*

- Work and communicate efficiently with regional operations to ensure all van movements, reservation details, and client specific notes are accurately documented in the booking platform.

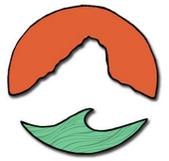
Moterra Campervans is committed to diversity and inclusion. We seek enthusiastic applicants from all backgrounds to join our team, and we encourage our employees to bring their authentic, original, and best selves to work.

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Qualifications

You are: personable, energetic, driven, genuine. You thrive autonomously and within a team. You can connect with anyone, you're a good communicator, detail-oriented, and a creative problem-solver. You have an innate desire to go "above and beyond" to provide exceptional customer service.

You have:

- Past experience in high end sales, customer service or service industry role(s)
- You are a customer service ninja and can anticipate someone's needs before they even realize it. You enjoy problem solving and working in a high-volume environment
- Strong interpersonal and communication skills. You're a natural at building relationships and can communicate effectively with an enthusiastic and warm demeanor across various departments
- Regional knowledge of our locations and a passion for the great outdoors, preferred. Willingness to familiarize and become an expert in all the areas that Moterra calls home
- Attention to detail and ability to stay organized when coordinating complicated logistics
- Experience with trip design and travel planning is a plus

Compensation & Benefits:

Part and Full-Time/Remote Employment: Expected to work 3 to 5 full days (20-40 hours) per week, including one weekend day.

Hourly Wage: \$18-20/hr, depending on experience

Bonuses & Benefits: *(More bonus details provided during interview process)*

- **\$1000 training completion bonus** paid upon completion of 90 days of employment
- **Mid-Year Sales Bonus** (Paid July 15) and an **Annual Sales and Customer Service Performance Bonus** (Paid Nov 15) ,pending achievement of sales goals and performance.
- Partial reimbursements for cell phone, internet, and home office supplies for remote workers
- 1 complimentary van night + miles for each month worked (pending availability)and access to our "Friends & Family Rate"
- Being part of a rapidly growing outdoor travel company with opportunities for growth

Apply Today

If you're excited about playing a central role in facilitating experiences for customers which lead to five-star reviews like those we've received on [Google](#) and [Trip Advisor](#), we'd love to hear from you!

Please email gabe@gomoterra.com with "**Moterra Customer Service Representative**" in the subject line, attaching your resume, and answering the following two questions:

- What excites you most about the role?
- What's your favorite memory of time spent outdoors? Regardless of whether it was in your neighborhood or a faraway destination, we're curious what makes it stick out to you.

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