

Customer Service Representative

Job Description

Both Part and Full Time Positions (Remote)



Who are we?

Moterra is a luxury campervan rental company, offering the highest quality vans in the rental space. The core of our mission revolves around facilitating outdoor experiences in our all-inclusive 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 both innovative and dedicated, which is recognized through internal promotions and performance-based bonuses. We pride ourselves on our holistic approach to business, environmental stewardship, a thriving company culture, and exciting opportunities for career development.

[Instagram](#) | [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-

- 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
- Working closely with the Marketing Team to improve our company-wide messaging to prospective clients across all relevant channels (including owned, earned, and paid media).

Customer Service-

- 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.
- Responsible for ensuring the uniformity of all written material provided to guests or prospective guests across all relevant channels (including website, blogs, social media, and emails).

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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Logistics-

- 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.
- Support the broader Moterra team by acting as a reliable source of general information and timely updates across all region(s). This is likely to include, but is not limited to, helping to onboard new employees who have region-specific responsibilities (Sales, Rental Operations, and others) and contributing to building new and existing regional content that is available to Moterra renters and prospective clients (Insider's Guides, web copy, newsletters, social and blogs posts, etc).
- In charge of Managing the Rental Calendar for all regions. Includes, but not limited to, regional and seasonal forecasting, one-way movements, last-minute changes
- Work with the Itinerary department to ensure that all itineraries are assigned to a regional-specific writer, and successfully/efficiently moved through the itinerary timeline.
- Help oversee that all campgrounds and activity reservations are successfully made and properly documented in a central location, easily accessible for pre and post-trip support by all Moterra Teams and departments.

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 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:

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

- **\$20-\$24/hour**, depending on experience.

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

- **Annual Employment Bonus** and an **Annual Sales and Customer Service Performance Bonus**, pending employment and achievement of sales goals/performance.
- Partial reimbursements for cell phone, internet, and home office supplies for remote workers
- One complimentary van rental night per month worked, plus access to our "Friends & Family Rate" outside of peak season and as available.
- Access to pro deals for gear from a wide range of top-tier outdoor brands including all brands on [Outdoor Prolink](#) and many other top-tier brands.
- 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, we'd love to hear from you!

Please email careers@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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