

## **EMPLOYMENT OPPORTUNITY**

### **Customer Experience Manager**



Join our dive tribe!

We're bringing together the best team of ocean fanatics eager to share their passion and expertise in scuba diving. Let's create unparalleled adventures for recreational divers visiting Roatan, Honduras together!

Are you passionate about diving and love to share that enthusiasm with others? Are you great at customer service but also have a knack for social media and writing? The Customer Experience Manager helps to nurture our dive community relationships by creating seamlessly exceptional experience for divers both in person and online.

#### **ROLE & RESPONSIBILITIES**

- 5-star customer service including customer check in/check out, walk-in sales and customer education about PADI courses, fun dives, special day trips and other dive center offerings.
- Assist in the development of creative content including social reels/posts, blogs and newsletters.
- Drive more customer reviews and manage responses on TripAdvisor, Google and Facebook
- Dive center daily operations: shop opening/closing, cleaning and restocking materials, tracking customer dive activities, commission tracking, facturas, tank filling
- Processing PADI Certification pics and confirmation emails

#### **What You Bring**

- PADI certified – Divemaster or Instructor rating a plus
- Customer service experience with an ability to work in fast-paced environments with strong attention to detail
- Digital marketing experience including copywriting, social media management, etc.
- Familiarity with social media and design tools including Meta Business Suite, Canva, Mailchimp, etc.
- Multilingual is a plus

#### **Join us and you'll get...**

- To be a part of an international team of friendly, dynamic people passionate about scuba diving
- A 5-day work week with flexible schedule
- Competitive compensation based upon experience
- Free scuba diving, of course!
- The opportunity for PADI continuing education certifications

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**How to Apply**

Please submit your CV and email cover letter to [diving@sundiversroatan.com](mailto:diving@sundiversroatan.com)

**Where You'll Work**

Located beachside, exactly five steps from the turquoise waters of Half Moon Bay in West End, Roatan, Sun Divers is [the top-rated PADI Five-Star Dive Center](#) bringing a customized touch to underwater adventuring. Our life's passion: making sure our divers are making awesome memories whether it's their first or five hundredth dive.

We keep dive groups small and personalized based upon skill level & interest. Our quick yet comfortable customized dive boats can get you to more than 50 sites within just minutes. We also offer an array of unique dive experiences, from curated day trips to remote dive sites to the exhilarating experience of diving with sharks.

And as a Roatan Marine Park Certified Coral Ambassador center, we work not only in nature, but for nature ensuring that the reef we love to explore today, will be there for the divers and communities of tomorrow. Learn more at [sundiversroatan.com](http://sundiversroatan.com)