

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 and love helping others plan exciting dive trips? The Customer Experience Manager helps to nurture our dive community by creating seamlessly exceptional experience with us both in person and online. Our ideal candidate is naturally enthusiastic and outgoing. You should be an excellent communicator both verbally and in writing. And ability to remain detail oriented and manage multiple projects in a busy and lively environment is also a must!

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.
- 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
- Assist the Dive Center Manager with responding to email inquiries during their days off
- Assist in taking photos of dive and course activities for social media and online marketing efforts.

What You Bring

- Customer service experience with an ability to work in fast-paced environments with strong attention to detail
- General computer skills including Word/Google Docs, Excel/Sheets
- Strong verbal and written communication skills
- A passion for the environment and marine life
- Scuba certification is not necessary, but a plus!
- Multilingual is a strong 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

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- Competitive compensation based upon experience
- Free scuba diving, of course!
- The opportunity for PADI scuba certifications

How to Apply

Please submit your CV and email cover letter to 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