



PADI, the global leader in Ocean Exploration, is searching for a full-time, experienced **PADI CLUB COMMUNITY COORDINATOR** at our corporate headquarters in Rancho Santa Margarita, California. 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!

Hybrid work schedule in Rancho Santa Margarita, CA.

PADI has exciting opportunities for qualified individuals who have a passion for helping our customers in understanding the PADI Club Community, benefits and much more.

What You Get To Do

- Provide customer support by asking questions and listening to PADI Club Members to understand needs, requests or problems.
- Provide seamless customer experience through documenting call/email details into the correct system(s) and completing any forms required to request action by other departments. Support PADI Club community activities and events by providing input during the planning process, direct customer support for PADI Club members during their booking process, and act as contact point for PADI Member Stores hosting events.
- Engage in real-time troubleshooting by working with our PADI Club team to find solutions and resolve issues while keeping our customers informed on status of request.
- Implement and maintain appropriate customer service levels by managing assigned workflow, membership/student accounts and handling general consumer issues.
- Advise and counsel other departments and employees as an advocate for membership on issues that pertain to PADI Club when applicable.
- Provide prompt follow-up both internally and externally, on customer service issues received by phone, email, written and other communication methods.
- Partner with PADI Club Team to complete User testing feedback for product and project development.
- Discover the root cause of the problem and the action required to solve it, whenever possible, using company databases, customer information and collaboration with other departments.
- Host and manage community forums such as meet up groups, what's app groups and Speaker Series events to ensure the PADI Club memberships feels part of a friendly and engaging community of divers and ocean enthusiasts.
- Other responsibilities as required to support the company's growth

What You Will Need To Be Successful:

- Minimum 2 years of excellent experience in customer service support troubleshooting
- Experience in customer relations.
- Experience in events administration and support.
- Experience with high volume inbound and outbound support on calls, emails, and tickets.

- Experience with using Ticketing systems such as Zendesk and/or Salesforce.
- Experience in functional operation of various browsers and mobile devices for troubleshooting purposes
- Experience in a variety of Microsoft and Google applications including (but not limited to) Power Point, Excel, Word, Google Sheets, Google Docs and more.
- Experience with consumer facing web sites and digital features
- Excellent problem-solving skills
- Strong development skills – must be able to work “hands-on”
- Strong team player who enjoys working in a fast-paced atmosphere
- Ability to manage multiple priorities, commitments and projects and organize effectively
- Self-motivated, directed and passionate about what you do
- Strong, clear and effective written and verbal communication skills
- Ability to work on multiple initiatives concurrently, and self-manage day-to-day work
- Ability to type 65 wpm.

Founded in 1966, PADI has grown consistently through our 59 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 has certified over 30 million divers during our history, an achievement no other scuba diving agency can claim. We are committed to our purpose to Seek Adventure—Save The Ocean.

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 a robust benefits plan.

If this job sounds interesting to you and you meet these requirements described above, we’d like to get to know you! Please submit a resume to jobs@padi.com. To learn more about our company visit us at www.padi.com

Applicants must possess the permanent right to work in the United States.

PADI/Seek Adventure Save the Ocean

California Applicants please note that PADI collects personal information relating to its candidates for employment to manage the recruitment process. The organization is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. To view PADI's CCPA Notice please go to <https://www.padi.com/ccpa-notice>