



## About Lateam Partners

Lateam Partners is a premier recruitment agency specializing in hiring top **English-speaking** talent in **Latin America** for U.S.-based companies. We connect skilled professionals with dynamic opportunities, offering competitive salaries, career growth, and the chance to work with leading international businesses.

By joining Lateam Partners, you gain access to **exciting remote roles, a supportive work culture, and ongoing professional development**. We pride ourselves on matching top-tier talent with high-quality employers, ensuring a rewarding experience for both candidates and clients.

If you're looking to advance your career with **a stable, well-paid, and growth-oriented opportunity**, apply today and become part of our thriving network!

[www.lateampartners.com](http://www.lateampartners.com)

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### Job Title

Experience Manager

### Location

Remote

### Client

Undisclosed

### Job Summary

As our Experience Coordinator, you will own the end-to-end member experience. From onboarding new families to coordinating personalized care and ensuring every interaction feels elevated, seamless, and deeply human, you'll be the go-to for everything that touches member engagement.

You'll operate at the intersection of hospitality, health, and high-performance—part concierge, part project manager, part EA—with a service-first mindset and flawless attention to detail.

## **Responsibilities**

- **Member Experience Ownership:** Be the face and voice of Vita Kavana, delivering personalized, white-glove service to members with warmth and professionalism.
- **Care Coordination:** Liaise with elite medical partners, diagnostic labs, and wellness providers to ensure timely appointments, follow-ups, and logistics.
- **Onboarding & Retention:** Guide members through a world-class onboarding process; create touchpoints that foster engagement and trust over time.
- **Experience Logistics:** Coordinate luxury events, retreats, and virtual engagements—handling schedules, travel, vendors, and guest needs with ease.
- **Communication & Documentation:** Draft high-touch communication and track all member interactions using internal systems and CRM tools.
- **Anticipate & Solve:** Proactively identify member needs, solve problems before they arise, and make thoughtful recommendations.

## **Qualification**

- 3+ years in high-level executive support, hospitality, wellness, or concierge healthcare roles.
- Exceptional communication skills (written + verbal); fluent in English with polished, professional tone.
- Deeply organized, detail-oriented, and emotionally intelligent.
- Unshakable discretion and comfort supporting high-profile individuals.
- Poised, presentable, and highly trustworthy under pressure.
- Bonus if you have experience in healthcare, luxury travel, membership services, or event coordination.

## **Apply to this position**

<https://forms.monday.com/forms/6f43e441a98a43154090ba9322b9091d?r=use1>