



# OPERATIONS MANAGER

## REQUIREMENTS:

- Technical computer skills required on all forms of hardware - laptops, tablets and mobile devices.
- Professional in all forms of communications such as email, phone, video calls and texts.
- Ability to work well under pressure in an agile, fast-paced environment.
- Excellent time management skills with the ability to change activity frequently and cope with interruptions.
- Highly responsive and reliable.
- Strong attention to detail.
- Prior housekeeping experience.
- Adhere to all company policies and procedures.



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### Work Environment and Physical Demands

- **Availability to work Sunday through Saturday, early mornings and evenings as needed.**
- **Traveling between worksites is frequent and this person will need their own reliable transportation.**
- **Occasional need to perform housekeeping and maintenance duties**
- **Ability to stand, sit, and walk for an extended period of time**

## RESPONSIBILITIES:

- Oversee operations in assigned territory managing a specific portfolio of properties.
- Develop and grow a relationships with property owners.
- Meet and maintain Tides to Pines standards and metrics.
- Coordinate and conduct pre-arrival property inspections ahead of owners and guests.
- Work closely with COO on budgetary controls adhering to set annual costs, with the ability to perform a cost-benefit analysis.
- Manage an efficient and high-quality field team, ensuring they are trained, effective, and adhere to all Tides to Pines policies and procedures.
- Support your team with escalated guest and homeowner concerns by responding to emails, calls and work orders within established SLAs.
- Maintain accurate inventory of all supplies and amenities in each home as well as in the storage or office space.
- Partner and assist your General Manager when new units join the portfolio.
- Ability to perform light home maintenance and housekeeping (light bulbs, fix door hinges, unclog a toilet, cleaning touch ups, bed making, etc).
- Establish and maintain open, collaborative relationships with fellow Management team members.
- Provide cross-coverage for all team members Continued education for software and systems; leadership and management courses.