



OPERATIONS SPECIALIST

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 a plus.
- 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:

- Assist the Operations Manager in assigned location(s) managing a specific portfolio of properties.
- Support your team with escalated guest and homeowner concerns by responding to emails, calls and tickets within established SLAs.
- Develop and grow a relationship with the owners of the properties by becoming the subject matter expert of those properties ensuring they are clean, maintained and well cared for.
- Perform light home maintenance (light bulbs, fix door hinges, unclog a toilet, etc).
- Conduct regular and routine inspections prior to guest and owner arrivals.
- Maintain accurate records of all transactions, submitting expense reports in a timely manner.
- Resolve escalated guest and homeowner concerns by responding to emails, calls and work orders in a timely manner.
- Partner and assist your General Manager and Operations Manager with onboarding activities for new units.
- Establish and maintain open, collaborative relationships with fellow regional team members and upper management team.
- Provide cross-coverage for your manager or peers when necessary.
- Be available to assist with after hours and weekend emergencies during scheduled on call shifts.
- Deliver guest amenities and supplies and clean homes when needed.