

Job description

Who we are:

AirMGR offers vacation rental property management services for owners and investors. Our core services range includes cleaning, guest communications, price optimization, and maintenance of homes. We are a young, innovative, and growing company looking to increase our footprint in the Phoenix and San Diego markets. We strive to be a leader in top-tier hospitality for our guests, and a trusted partner for our owners and clients.

What we're looking for:

We're looking for an enthusiastic and strong leader to join our San Diego, CA team as an Operations Manager. We're looking for an ambitious, hard working person who can be the eyes and ears for our growing portfolio of vacation homes. This person must be willing to wear multiple hats and have a good sense of organization and time prioritization. A successful candidate must be able to balance multiple projects and deadlines, while also being called upon to do anything from changing a light bulb to assisting guests. This is the perfect role for someone who is detail-oriented and accepts challenges head-on without hesitation.

This is not your typical clock-in, clock-out 9-5 job, as our business operates around the clock. You will be given the autonomy and freedom to set your schedule to work remotely or in the field at our managed properties, based on the needs of the business. You may be called upon after normal business hours and on weekends and holidays, thus flexibility with your work schedule is key. We strongly believe in work-life balance and entrust our team to work smarter, not harder.

Examples of things you will do:

- Project manage new property onboarding by documenting home features, creating house manuals, ordering supplies, video walkthroughs, & property database entry.
- Oversee the housekeeping team by monitoring cleaning, schedules, and documenting damage/repairs, and supplies.
- Inspect the condition of homes and report/log any issues. Organize and monitor maintenance backlog based on ticket priority.
- Dispatch and schedule maintenance teams as needed with manager/owner/guests.
- Perform light home maintenance (light bulbs, replace supplies, air filters, trash removal if necessary etc).
- Coordinate property visits with contractors (pool service, landscapers, plumbers, cleaners, etc.) Hiring and vetting new providers as needed.
- Work interdepartmentally to resolve issues.
- Develop trusted relationships with owners, providing routine communications as needed.
- Handling other administrative tasks and projects as needed.

Job Requirements:

- Must have at least one year of hospitality experience in the short term/vacation rental industry and with sites like Airbnb, booking.com, Homeaway, VRBO and Expedia, etc.
- Must be able to wear multiple hats, work independently, be forward thinking and adapt to the changing needs of the business.
- Being an effective communicator in both speaking and writing is a must. Must be able to develop clear and concise communications via text, phone, email.
- Have an entrepreneur mindset, and be the CEO of your position.
- Willing to travel to properties. Must have a reliable vehicle and active drivers license.
- Must be tech savvy and comfortable using or learning: Slack, Google Suite, Slab (property database), Property Management Software, and general web and phone applications.

- Open to a dynamic work schedule, with little structure (no 9-5, M-F mentality).
Schedule your work week around the needs of the business and your workload.
Take time off whenever you need it.
- Ability to solve problems and challenges, and to think on your feet.
- Expert time management and prioritization skills.
- Have a passion for travel & hospitality, and making people happy.