Rentals Administrator
Mallorca & Ibiza

You play a key role in the Rentals team ensuring that our records are kept up to date, our communication with guests and homeowners is water-tight, and that generally the operations within the department run smoothly. Attention to detail and accuracy is a key skill required for this role.

Responsibilities

1. Portfolio and Relationship management:

- Working with the Rentals Manager(s) to ensure the portfolio is accurately represented on our website and with collaborators
- Ensuring calendars and availability are up to date on both our website as well as other collaborator sites.
- Assisting with the onboarding of new homes. Including preparation of contracts, arranging photoshoots and preparing the online listing.
- Ensuring that our "AirTable" records are up to date for each property, and amended as and when we have new information.

2. Rental Operations and Guest Experience

- Leading on the villa rental booking process and communications from point of sale through to guest departure.
- Managing the flow of money between ourselves, our guests and the homeowners. Ensuring payments are received promptly in line with the payment plan, and are distributed to the relevant parties in a timely manner.
- Liaising with guests to ensure we have all the information we need for their arrival in terms of pre-arrival information and security deposit payment to ensure a smooth check-in.
- Working closely with our concierge teams to ensure they have everything they need to provide our guests with an excellent experience.

- Managing the ordering of guest hampers, and items contained within these. Ensuring they are distributed to the relevant offices to be packaged up and passed on to clients.

3. Reporting

- Assisting the Rentals Manager(s) with end of year reviews on our portfolio, through the gathering of key information & insights on each home to be presented to the owners.

4. General

- Be an ambassador for the company, identifying opportunities to strengthen our portfolio and internal processes.
- Supporting ad-hoc project work within the rentals team. For example, the creation of a guide book or check-in instructions.