



Date: May 17, 2023  
Job Title: Assistant General Manager  
Employment: Full-Time  
FLSA Status: Exempt

#### **JOB DESCRIPTION SUMMARY:**

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We are seeking a smart, motivated go-getter who is passionate about hospitality and ready to jump in and contribute to all areas of the business. Our Assistant General Manager is involved in nearly every aspect of our business, including:

- Guest relations
- Operations, including oversight of Housekeeping, Maintenance, and Laundry
- Marketing, including traditional media, website, social media, newsletter, etc.
- Project management
- Technology selection and implementation

Depending on the candidate's interests and experience, the role could also involve revenue management; real estate, including acquisitions and property management; finance, including payroll; human resources; Coordination of outside resources, including marketing, technology, and offshore (back office) support; and legal and regulatory issues.

This is not a position with a clearly defined path or set of deliverables. The ideal candidate is one who takes initiative, is flexible, and can act with the passion and dedication of a business owner.

#### **ESSENTIAL JOB DUTIES AND FUNCTIONS**

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##### Guest Services

- Respond to reservation inquiries, providing thorough information to the prospective guests.
- Answer questions from current and future guests about the homes, Seattle sites, restaurants, etc.
- Provide concierge services to guests, including placing grocery orders and delivering packages.
- Respond to and resolve guest concerns.

##### Operations Management

- Monitor daily home turnovers. Build the cleaning schedule, including notifying cleaners about their jobs and monitoring progress throughout the day to ensure homes are ready for arriving guests on time.
- Ensure maintenance team is dispatched efficiently and effectively to respond to guest concerns, as well as repairs and preventative maintenance.

- Oversee the work of the field services team throughout the day, ensuring that requests are being tended to; communicate with field services team throughout the day
- Maintain strong relationships with the housekeeping and maintenance teams, monitoring employee satisfaction and providing recommendations to ensure retention of top performers.
- Monitor workload of the field team, ensuring time is being used effectively. Be aware of outstanding maintenance needs and assign jobs to ensure the team's time is being used wisely.
- Ensure proper inventory of housekeeping and household supplies. Monitor inventory, request updates from housekeeping team, and place monthly supply orders.
- Identify opportunities to improve efficiency within the office and the field teams.
- Research, vet, and book outside vendors when needed.

#### Project & Technology Management

- Manage semi-annual property inspections by both housekeeping and maintenance. Assign inspections, review inspection reports, assign follow-up jobs, and monitor progress to ensure repairs are tended to.
- Update and create inspection and maintenance forms on our project management software

#### Marketing

- Build and maintain guest facing app/guidebook
- Create new home listings to market additions to the company portfolio
- Help develop and edit monthly newsletter

Other duties as assigned

#### **EDUCATION AND QUALIFICATIONS**

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- Proof of eligibility to work in the United States.
- Bachelor's degree and 1-2 years of work experience
- Outstanding written and verbal communication skills
- Sincere passion for hospitality and delivering a flawless guest experience
- Outstanding attention to detail
- Unbridled enthusiasm and motivation, along with an unparalleled work ethic
- The ability to anticipate guest needs and to walk through a home and identify where improvements are needed
- The judgment to think and act like an owner, and the interest in taking on the responsibility that requires
- Confidence and professionalism in presenting oneself to guests, vendors, industry partners, and others
- An insatiable appetite for learning and professional development, paired with the ability to teach and lead more senior teammates
- The outstanding emotional intelligence required for all of the above

Other Requirements:

- Must have a car, valid Driver's License, a good driving record and current motor vehicle insurance

- Ability to work flexible hours, including evenings and weekends
- Ability to adhere to safety guidelines and policies set forth by the company
- Ability to pass a drug test
- Reliable attendance

## **COMPENSATION**

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Compensation includes salary and bonus, along with a generous package of benefits, including:

- Unlimited paid vacation
- Travel stipend
- Friends & Family use of Seattle Vacation Home properties
- Health insurance
- Retirement fund with employer match

More important than the pay and benefits is the investment that will be made in your development. You will work under the direction of a long-time cultivator of talent at top-tier consulting firms. Training will be ongoing and take multiple forms. Superior results will lead to rapidly increasing responsibility and rewards. An outstanding performer can look forward to promotion, and will be well-prepared for the next step, whether it be business school, leadership in corporate environments, or entrepreneurship.

This position is located in Seattle, with a modest amount of travel for industry events. Occasional remote work will be possible.

Interested candidates should send the following to [lynne@seattlevacationhome.com](mailto:lynne@seattlevacationhome.com):

- Cover letter
- Resume
- Transcript

## **ABOUT THE COMPANY:**

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Seattle Vacation Home is a collection of more than 50 rental homes in Seattle's most popular neighborhoods. We offer high-end, furnished, short-term rentals in Seattle. Our guests come to us from all over the world, and they stay with us for all sorts of reasons: vacation, business, medical treatment, relocation, and more.

Seattle Vacation Home's management team is extremely lean. The company was founded in 2015 by an alumna of the travel and leisure practice at Boston Consulting Group and Bain & Company, who later held leadership positions at Expedia before launching this entrepreneurial venture. Also joining him is his wife, whose experience includes leadership roles in higher education and large nonprofits.

## **COVID VACCINATION REQUIREMENT:**

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Seattle Vacation Home employees are required to be fully vaccinated against COVID-19 and to remain up to date on their boosters. As a condition of employment, newly hired employees will be required to provide proof of their COVID-19 vaccination.

*Seattle Vacation Home values diversity. Candidates of all backgrounds, identities, experiences, lifestyles, abilities, and perspectives are encouraged to apply.*

