

## **MT HOOD VACATION RENTALS**

67898 E Highway 26, Welches, Oregon 97067

[Careers@mthoodrentals.com](mailto:Careers@mthoodrentals.com)

**Job Title:** Guest Relations Specialist  
**Employment:** Full Time  
**FLSA Status:** Non - Exempt  
**Reports To:** Business Manager

### **POSITION SUMMARY**

- Actively engage in office administrative responsibilities – about 50% of the time
- Guest, owner and vendor relationship services over the phone, via email and in person – about 50% of the time
- Provide team support in the form of clerical and related office / guest services

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Confirm online bookings with guests via phone and / or email communications
- Process reservations, including sending reservation and confirmation letters and running credit card charges as well as maintaining communications with guests prior to arrival, during their visit and after departure
- Process credit cards and collect payments for Sno-park Permits, lift tickets, Forest Passes, etc. for guests
- Set up and prepare homes in advance of guest check-ins
- Provide concierge assistance to guests regarding services, recreation, restaurants and other activities
- Provide friendly customer service to guests at check-in, throughout their stay, at check-out and after departure
- Prepare guest check-in materials including set-up of after-hours check-in materials with a high level of accuracy
- Assist guests with problems utilizing in-office resources, online resources and troubleshooting with the goal of satisfactory resolution
- Assist in taking accurate inventory of homes; prepare supply order list; accept delivery of ordered items; assist in timely delivery of correct rental supply inventory to homes; insure rental supplies are stored and organized in the correct locations
- Enter rental supply inventory and owner maintenance and trash removal payables weekly
- Write and send Thank You cards to guests weekly
- Assist in measuring homes for floor plans and creating floor plans in a proprietary software program
- Assist homeowners with questions, concerns and issues regarding their homes
- Troubleshoot maintenance issues with guests, co-workers and homeowners to determine appropriate course of action
- Assist guests and homeowners with electronic device use (TVs, remotes, wifi, etc.)
- Assign vendors to perform repairs and maintenance that is outside the scope of work for the internal team
- Maintain adequate stock of materials and documents used daily in the office including check-in cards, property maps, mailing labels, dog treats, etc.
- Maintain files on a daily basis
- Update and refresh homes' Guest Guide Books on a regular basis and as needed
- Pick up and distribute mail daily; ship lost and found items to guests per guest's requests
- Take prepared bank deposits to bank daily; balance petty cash daily
- Maintain all areas of office building in neat, tidy, clean and organized fashion (front office, storage room, file cabinets)
- Monitor wifi thermostats online daily
- Monitor electronic door locks online daily
- Perform errands and special projects as requested by supervisor
- Observe established policies and procedures

- Perform other job duties including but not limited to housekeeping, grounds and hot tub maintenance or other property management functions as requested by supervisor
- Be available for on-call emergency after-hours phone calls responding to guest concerns quickly and efficiently (24/7/365 – shared responsibility rotated with other team members)

## QUALIFICATIONS

- Good listener and persuasive problem solver focused on the end result of exceeding guest and homeowner satisfaction expectations
- Proven ability to work effectively in an innovative, fast-paced and multi-tasked environment
- Possess the ability to organize, plan ahead and manage workloads
- Relishes the “win” in accomplishing daily goals
- Internally motivated; takes initiative and achieves goals with little or no supervision
- Successfully multi-tasks, managing many small tasks or processes with attention to the details; likes to stay busy and seeks out projects to complete
- Likes to be organized and work towards keeping everything in its place
- Manages stress, maintains focus and positive attitude amidst change or under pressure
- Enthusiastic and loyal team worker; understands the relationship of each team member’s responsibilities for mutually beneficial end results and is a self-starter who can work independently within our standards
- Familiar with the Mt Hood area including recreational, dining and shopping opportunities

## EDUCATION AND EXPERIENCE

- Prefer minimum of two (2) years’ experience working in administrative and customer service roles in a professional office environment performing clerical and administrative functions including receiving and sending correspondence via email, fax and mail; using Excel spreadsheets; performing basic desktop publishing; searching for information on the Internet; answering phones and returning phone calls using a multi-line phone and CRM tool; greeting customers, homeowners and vendors and serving their needs. Experience at the Front Desk / Office in lodging, hospitality or tourism industry is a plus. Must be able to touch type at 35-40 WPM.
- Prefer minimum of two (2) years’ experience working with Windows Operating Systems, Microsoft Office Products, and Internet. Experience with reservation and property management software applications and data entry / sales tracking software applications (Escapia & Navis preferred) and with QuickBooks for inventory and SmartDraw for floor plans is a plus.
- High School Diploma or equivalent. Advanced education in hospitality and tourism, reservation sales and customer service is a plus.

## INTER-RELATIONSHIPS

- Contact with all levels of personnel within company, temporary help, homeowners, clients, customers, vacation rental guests, vendors and contractors.

## WORKING CONDITIONS

- Requires weekends and holidays regularly and occasional evenings
- Requires some travel for professional seminars. (Generally in Oregon - however may include air travel and overnight stays - 1 or 2 times a year.)
- Requires use of reliable personal vehicle to perform job duties throughout the Villages of Mt. Hood including during winter months
- Requires a valid Oregon State Drivers’ License and clean driving record (DMV Non-employment Driving Record required upon hiring)
- Requires a valid vehicle registration and personal insurance of \$100,000 Personal Loss & Injury (up to \$300,000) and \$100,000 Property Damage

## COMPANY STANDARDS

- All company information including but not limited to records, data, procedures and operations as well as any information, data and records pertaining to temporary help, homeowners, clients, customers, vacation rental guests, tenants, vendors, contractors and all employees will be kept strictly confidential during the entire period of employment as well as after termination of employment.
- The highest standards of accuracy will be maintained in all data recorded and work performed.
- All temporary help, homeowners, clients, customers, vacation rental guests, vendors and contractors and any other person contacted on the telephone or in person will be treated in a friendly, personable and professional manner.
- Neat and well-maintained attire, hair and appearance to be maintained at all times. Uniform and dress code in accordance with personnel policies to be maintained at all times.

## PHYSICAL JOB DESCRIPTION

### **Typical Working Conditions:**

Works indoors in an office setting. Prolonged periods of sitting in an office setting and / or physical movements including carrying, lifting and folding laundry. Repetitive movements such as answering the telephone, typing and filing.

### **Equipment Used:**

Office equipment, telephone system, computer, basic hand tools.

### **Essential Physical Tasks:**

Requires regular visits to vacation rentals to prepare for guest arrival and perform inventories. Occasionally requires assistance with housekeeping and maintenance departments. May require some lifting, carrying, pushing and pulling of items up to 40 pounds.