



**Job Title:** Business Manager  
**Employment:** Full Time  
**FLSA Status:** Exempt  
**Reports To:** Business Owner  
**Manages:** Reservation Sales & Front Office Specialists, Maintenance Department Team Members, Housekeeping Department Team Members

## POSITION SUMMARY

Responsible for overseeing and supervising company activities and employees. Responsible for employee, homeowner and vendor relations. Assists in keeping employees aligned with the company goals. Oversees the day-to-day operations in Reservations and Property Services Departments. Provides significant input and assistance to company owner with hiring, training, supervising, disciplining and evaluating employees.

## ESSENTIAL DUTIES & RESPONSIBILITIES

- Manage day-to-day operations of vacation rental business
- Order all rental supplies, maintenance supplies and office supplies
- Actively participate with business owner in the interviewing and hiring of all new employees providing input and insight
- Supervise, train, discipline and evaluate Reservation Sales and Front Office Specialists
- Maintain adequate staffing levels in all departments
- Supervise, train, discipline and evaluate Reservation Sales and Front Office Specialists
  - Oversee and manage daily reservations department functions insuring proper use of PMS & CRM software and company sales processes
- Supervise, train, discipline and evaluate Property Care team members and coordinate housekeeping and maintenance operations
  - Oversee and manage weekly housekeeping and laundry processes including schedule-writing, payroll time sheet reconciliation, training and assisting with property inspections
  - Oversee and manage weekly maintenance operations assigned in-house or to outside vendors including schedule-writing, payroll time sheet reconciliation, training and assisting with property inspections
  - Ensure completion of scheduled routine grounds and home maintenance and repairs, including all daily, weekly, monthly, quarterly and annual tasks.
- Perform administrative and operational support for homeowner-related inquiries, requests, maintenance and property management
  - Enter homeowner payables for maintenance, rental supplies and other expenses (will eventually transfer responsibility)
  - Perform homeowner end-of-month accounting (as other responsibilities drop off)
- Responsible for updating and maintaining the daily operations of business and implementing policies and procedures, ensuring compliance with company standards
- Assist the Reservation Sales and Front Office Specialists as needed with answering the phone, email inquiries and assisting guests during busy times, lunch breaks, days off, etc.
- Take accurate inventory of homes and insure timely and accurate delivery of rental supply inventory to homes; train other team members with the goal of passing this responsibility to them
- 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 when the Reservation Sales and Front Office Specialists are unavailable

## QUALIFICATIONS

- Good listener and persuasive problem solver focused on the end result of increased sales revenue coupled with exceeding satisfaction expectations of customers, employees, homeowners and vendors
- Proven success with direct sales; ability to overcome objections, offer alternatives and close the sale
- Internally motivated; takes initiative and achieves goals with little or no supervision
- Successfully multi-tasks, managing many departments and processes with attention to the details

- 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
- Familiar with the Mt Hood area including recreational opportunities

## EDUCATION AND EXPERIENCE

- Prefer minimum of three (3) years' experience working in business management in a hospitality business office environment. Experience in the vacation rental industry is a plus.
- Prefer minimum of three (3) 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 is a plus (Escapia and Navis preferred).
- Must be able to work independently, be highly motivated be and able to work in a fast paced environment.
- Excellent verbal and written communication skills.
- Strong organizational skills, proactive mindset and possess strong follow-up skills.
- Excellent interpersonal skills; Interacts effectively and works well with others.
- Likes learning new methodologies and processes and brings those ideas to the team for implementation.
- High School Diploma or equivalent. Advanced education in hospitality and tourism, reservation sales, customer service and business operations / management 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 some weekends, holidays and occasional evenings.
- Requires some travel for professional seminars. (Generally in Oregon - however may include air travel and overnight stays - 1 or more 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
- 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

<b>Job Title: Business Manager</b>
<b>Typical Working Conditions:</b> Works indoors, year-round in all weather conditions. Prolonged periods of walking, standing, sitting and stretching.
<b>Equipment Used:</b> Environmentally friendly cleaning supplies, vacuum cleaners, commercial laundry equipment, computers, office

machines, smart phones.

**Essential Physical Tasks:**

Requires daily visits to vacation rentals to deliver clean laundry & gather used laundry. Requires daily assistance with all team members in their job functions.