

## VACANCY – FULL TIME

### RESERVATIONS MANAGER / HOLIDAY PROPERTY MANAGER



Join Beachscape Holiday Rentals, the local leader in luxury rentals. Beachscape is a boutique real-estate agency, we manage 75+ holiday and short-term rental properties along the greater Port Macquarie coastline, from Port Macquarie, Lake Cathie, Bonny Hills, North Haven, Laurieton to Dunbogan and Camden Head. We make guests and owners happy every day with outstanding customer service and quality accommodation. We are the only agency with Airbnb Superhost status in the region, our services rate 4.8 out of 5 consistently. Our sister brand Beachscape Property focuses on long term rentals and property sales.

We are looking for an experienced Reservations Manager / Holiday Property Manager to join our team per mid March 2023.

#### Highlights:

- A combination of desk and field work, variety of tasks. Never boring!
- Fast paced, happy industry
- Flexible working hours
- Work from office in Bonny Hills and from your own home
- Full-time position, includes Saturday work; rotating weekend on-call roster every 4-5 weeks.
- Small, friendly, dedicated team of 10 office staff
- Individual development and specialisation in the areas of your interest
- Maintain and build out your skills, Beachscape may invest in Real-Estate courses and other relevant training suitable for the position

#### The role:

Responsibilities include:

- Responding to guest and property owner enquiries (phone and email)
- Managing and processing reservations and housekeeping activities
- Taking credit card payments and process bonds
- Performing daily check list of arrivals / departures
- Coordinating cleaners, laundry, trades
- Making properties ready for guest arrival
- Reviewing guests satisfaction
- Manage online listings (e.g. Airbnb, Booking.com and other online systems)
- Performing price management and competitive analysis
- Assisting in special projects

**The ideal candidate has:**

- A positive attitude, energy and drive
- Experience in a similar role in Real-Estate or professional services industry, hospitality and/or customer service
- Strong proficiency in IT systems, Microsoft Office Suite (Word, Excel etc)
- Good verbal, written conversation and listening skills
- Local knowledge of Port Macquarie and Camden Haven
- Ability to work independently as well as in teams
- Experience in managing others is a plus
- Ability to prioritise tasks, multi-task and trouble shoot
- An eye for detail
- A friendly, happy demeanour and shows respect and ethical behaviour
- Own car and valid drivers licence
- Certificate of Registration in Real Estate or Real Estate licence a plus

Beachscape offers a competitive salary package, benefits, and the opportunity for growth and development in a fast-paced and dynamic environment. If you are passionate about our industry we would love to hear from you.

**APPLICATIONS**

Please email your CV to [property@beachscaperentals.com.au](mailto:property@beachscaperentals.com.au)

For more information call Hayley 0428 524 484 or Susan 0410 938 691

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