



*The Santa Fe Collection*

<b>Job title</b>	Operations Manager – The Santa Fe Collection
<b>Reports to</b>	Vice President of Operations

**Job Function**

The Operations Manager is responsible for day-to-day operations in the Santa Fe Collection, which includes properties in Santa Fe County. The position oversees the day-to-day operations of a 30+ home vacation rental company, which includes cultivating and managing relationships with vendors, homeowners, guests, and repeat guests. The Operations Manager provides the best over-the-phone, web-based, and in-person support and services to guests, owners, internal team members, and our various partners and service providers. This position serves as the primary contact for guests before, during, and after their stay and is responsible for all aspects of guest relations, including converting online and over-the-phone inquiries into bookings; assisting guests with their reservations, including adjusting dates, accepting payments, and vacation planning services; facilitating the guest check-in process by being available by phone and email to assist with guest check-in; and troubleshooting issues that may arise during the guest stays. This position also serves as the homeowner partner liaison for owners who are presently in our program or those who may be interested in joining our program. The Operations Manager is also the primary contact for vendors and other partners required to fulfill day-to-day operations and other commitments.

**Duties and Responsibilities**

This position is responsible for the following and all other duties as assigned:

- Responsible for day-to-day operations for the Vacation Rental Collective’s Santa Fe Collection (The Santa Fe Collection). This collection also includes properties in Phoenix and Scottsdale, AZ.
- Serves as the primary point of contact for owners, guests, and subcontractors relative VRC operations.
- Manage all Guest Relations, including but not limited to:
  - Answering phone calls, emails, and text messages in a timely, friendly, and professional manner between 8 am and 10 pm.
  - Inquiries from potential renters looking to rent a vacation rental.
  - Resolve guest-related issues and dispatch subcontractors to assist when necessary.
  - Questions or problems from guests current in a property.
  - Questions (What kind of coffee maker is in the unit etc.) or reservation adjustments from guests already booked.
  - Process reservations booked online.
  - Follow up with guest to get new credit card info if automatic payment is declined.
- Manage and coordinate all Vendor and Subcontractor Activities
- Recruit New Owners and Expand the Ownership Base
- Enter bills and other data in Escapia to facilitate end-of-month close
- Assist with establishing and adjusting nightly rates in a manner that is consistent with historical market trends
- Conduct property inspections and enforce VRC’s quality assurance standards.
- Managing and resolving guest disputes, responding to complex situations and guest reviews, ensuring listings are properly displayed on our distribution networks, and managing payments and commission remittances.
- Serve as the primary contact for Owner Onboarding and Liaison functionality.
- Oversee other team members as applicable.
- Facilitates Short Term Rental Permit renewals in accordance with local regulations.
- Monitor and participate in local governing body policy discussions.
- This position requires flexibility and the ability to respond to a variety of requests. This list is not intended to be all-inclusive; all other duties associated with running day-to-day operations are included in the scope of the job description.

### Desired Skills & Abilities

- Qualified candidates are those with highly evolved customer service skills. We're looking for an expert communicator who will be able to listen effectively to determine the root cause of issues, communicate clearly and in a friendly, professional manner to solve the issue, and ensure the customer has a positive experience while staying with VRC.
- Ability to work under pressure and effectively manage stressful situations.
- Ability to effectively diffuse intense situations.
- Ability to multi-task and work independently with limited oversight
- Ability to work with people from varying backgrounds
- Ability to talk, listen, and help resolve conflicts with customers
- Ability to work in a highly flexible work environment with a varying work schedule
- The position requires effective written and verbal communication skills, as well as basic math skills.
- Additional Desirable Characteristics of Successful Candidates:
  - Positive attitude and upbeat demeanor
  - Interpersonal skills
  - High attention to detail

### Core Competencies

Qualified candidates should possess the following skills and competencies:

- **Leadership** – Ability to provide both direct and influential leadership, motivating and guiding team members and external stakeholders.
- **Effective Communication** – Strong written and verbal skills to convey ideas clearly, facilitate discussions, and ensure alignment.
- **Analytical Thinking** – Ability to assess situations critically, synthesize data, and make informed decisions.
- **Creative Problem-Solving** – A proactive, resourceful approach to overcoming challenges and improving processes.
- **Exceptional Organizational Skills** – Capacity to manage multiple priorities, maintain meticulous records, and follow through on commitments.
- **Relationship Management** – Strong ability to build and maintain positive relationships with employees, partners, and stakeholders.
- **Self-Assuredness** – Confidence in decision-making and ability to navigate complex situations independently.
- **Commitment to Accountability** – A willingness to hold oneself and others accountable for meeting objectives and deadlines.
- **Crisis Response Skills** – Ability to remain calm, composed, and decisive in high-pressure situations.
- **Personable and Approachable** – A professional who fosters a positive and collaborative work environment.

### Experience & Qualifications

A minimum of three to five years of experience in the hospitality and/or service industry with a focus on high-quality customer service. Bachelor's degree in hospitality management, business administration, or another related field preferred. May substitute education for professional certifications and/or experience. Prior experience with hospitality or booking software is preferred.

### Working conditions

This position requires regularly working on nights, weekends, and holidays. Although most guests are reasonable, it may require working with challenging guests at times.