



Vacation Specialist

Job Description

Position Type: Full Time
Industry: Property Management/Hospitality
Location: Cape Charles, VA
Salary: Negotiable
Benefits: Earned Annual Leave, Health Care
Starting Date: Immediately

Bay Creek Realty specializes in both short-term vacation and long term rentals. We manage privately owned homes throughout Bay Creek and maximize the return on the owner's investment property. Whether a guest is visiting, vacationing or traveling for business, we can accommodate them at one of our resort accommodations. We provide personal and professional service to both owners and guests.

Primary Responsibilities

Reservations:

- Answer phone calls, respond to phone messages and email inquiries.
- Confirm availability, quote and book guest reservations using automated reservation system.
- Enter appropriate transactions in accounting.
- Coordinate check-in and check-outs.
- Show properties to potential guests and tenants.
- Book tee times and dinner reservations when requested.

Operations:

- Maintain supplies for welcome packages; gather brochures from Chamber of Commerce and local businesses. Deliver Bay Creek maps/brochures at time of brochure pick up.
- Prepare welcome packages with keys, directions, brochures, etc. for arriving guests.
- Maintain key inventory and inventory log.
- Responsible for concierge service pickup and delivery: 1st Day Shopper Package
- Order linens weekly.

Property Maintenance:

- Assist in scheduling and follow up of maintenance and repair orders.
- Follow up and collect keys from maintenance/repair vendors/guests
- Escort vendors and repair personnel to sites when needed.
- Take interior and exterior photos of properties when needed.
- Conduct property inspections: cleaning inspection, check temperature settings, pilot lights, light bulbs, other items in need of repair.



Miscellaneous Duties:

- Deliver and/or pick up mail and packages to/from post office.
- Make bank deposits.
- Miscellaneous copies and filing for property management folders.

After Hours Emergencies:

- Be available and respond to emergencies when “on call”.

Job Requirements

- Sales minded professional with experience in hospitality, sales, call center or marketing.
- Previous working knowledge of any reservations/travel system desirable but not essential.
- Excellent written and verbal communication skills.
- Professional telephone and face to face manners.
- Ability to use Microsoft office packages; word, excel, email.
- Detail oriented with the ability to prioritize tasks confidently.
- Ability to work well within a team but to act on own initiative.
- Must have at minimum an Associate’s Degree.
- Real Estate License necessary.