

Argentina Jobs Expertini®

Guest Experience Supervisor

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Company: Sagan

Location: Buenos Aires

Category: other-general

Position: Guest Experience Supervisor

Location: Remote (MST Timezone)

Work Schedule: Monday to Friday, 10:00 AM to 07:00 PM (MST)

About Us:

Our company is a rapidly growing premium short-term rental property management company headquartered in Colorado Springs, Colorado. With a commitment to exceptional customer service and a focus on creating memorable guest experiences, we have expanded from 9 to over 160 Airbnb listings in the past two years. We are dedicated to achieving even greater success while maintaining our core values of inclusivity, collaboration, and work-life balance.

Role Overview:

We are seeking a dedicated and skilled Guest Experience Supervisor to lead and support our team of dynamic Communication Agents. As the Supervisor, you will oversee all guest communication and ensure a seamless experience for our guests. This role requires strong leadership skills, exceptional communication abilities, and a passion for delivering outstanding customer service.

Key Responsibilities:

Team Leadership: Provide guidance, mentorship, and direction to a team of Communication Agents, ensuring they meet performance goals and deliver top-notch guest services.

Guest Communication: Oversee and coordinate all guest interactions, including inquiries, pre-stay questions, problem-solving during stays, and maintaining a high standard of friendly, polite, and professional communication.

Software Utilization: Ensure the team effectively utilizes various software tools, including Slack, Notion, Operto Teams, Brivo, Arlo, StayFi, Akia, and Minut, for managing reservations, communication, and property maintenance.

Property Management: Assist with coordinating maintenance and maintaining clear communications across all areas of business.

Continuous Improvement: Collaborate with the team to implement new short-term rental software, procedures, and systems, ensuring that Renjoy remains at the forefront of the industry.

Active Monitoring: Stay actively engaged with guest communication by responding to messages when necessary. Maintain constant vigilance in monitoring messages to guarantee the quality of responses aligns with our high standards.

Scheduling: Create and manage team schedules to ensure adequate coverage during peak hours and special events. Handle shift assignments and hiring communication agents when needed.

Adaptability: Flexibility to adapt to changing customer needs and business requirements.

Requirements:

Strong Leadership Skills: Ability to motivate and manage a team effectively.

Excellent Communication: Outstanding verbal and written communication skills to interact effectively with customers and team members.

Problem-Solving Abilities: Ability to resolve customer complaints and issues effectively, often involving complex problem-solving.

Organizational Skills: Strong organizational skills with attention to detail.

Supervisory Experience: At least 2-3 years of supervisory or team lead experience is required.

Customer Service Experience: Prior experience in a customer service or support role is preferred.

Nice-to-Haves:

Experience with property management software, particularly Guesty.

Availability for a flexible schedule to assist with 24/7 guest communication coverage.

Interest in the short-term rental industry.

What We Offer:

Competitive and consistent pay, with the opportunity for growth.

A stimulating and collaborative work environment.

Opportunities for career advancement and professional development within the company.

If you are a dynamic leader passionate about exceptional customer service and ready to lead a dedicated team, we encourage you to apply for the position of Guest Experience Supervisor. Join our ambitious and growing team and explore opportunities for career advancement within the company.

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