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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name** | **Airbnb & Commercial Real Estate Virtual Assistant** | **Company** | ISLA HOLDINGS GROUP LLC |
| **Job Description** | As an **Airbnb & Commercial Real Estate Virtual Assistant**, you will play a vital role in managing the daily operations of short-term rentals in Puerto Rico and commercial properties in California.  **Responsibilities will include:**  **For our Airbnb business:** You will provide outstanding support to confirmed guests, and prospective guests via the Airbnb platform and phone.  **For our Commercial Real Estate business:** You will provide support to existing and prospective tenants via email, video and phone. Additionally, you will assist in marketing properties (promoting listings), lease negotiation details and tenant follow ups to ensure a timely collection of rents. You will work closely and daily with the CEO via video chat, on a variety of other projects related to the firm’s real estate business  To succeed in this role and with this firm: you must have a “Can-Do Attitude”, exceptional customer service skills in writing and phone, ability to handle guest complaints and disputes in a professional manner, keeping in mind both guest satisfaction and business interests of the firm and Attention to detail, flexibility (ability to address urgent situations during evening/weekend hours) and professionalism at all times is important. The ideal candidate will thrive both independently and collaboratively as part of a dynamic team. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| * College Diploma in Administrative Management, Hospitality, Accounting, Commercial Real Estate, or related fields. * Master’s degree preferred but not required. | |
| **Training or Expertise** | |
| * High proficiency in English (written and spoken). * Strong Microsoft Office skills. (Excel, PowerPoint, Word) * Experience managing Google and Microsoft calendars. * 1+ year of experience as **an Airbnb host** or similar platform. (Strong preference given to candidates that have extensive experience with Airbnb app as a host) * QuickBooks experience is a plus. * Knowledge of marketing Airbnb properties and other real estate in social media | |
| **Experience** | * 3+ years working remotely as a virtual assistant or in customer service for U.S.-based companies in Real Estate, Property Management, or the Hospitality industry. |

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| **Ideal Candidate**  We are looking for someone who is patient, resourceful, and highly organized, with a long-term commitment to growing within our company. If you are proactive, dependable, and eager to take on new challenges, we encourage you to apply! |

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| **JOB FUNCTIONS** |
| * **Email Management:** Handle multiple inboxes, review, prioritize, and respond to emails professionally and promptly. * **Guest Communication:** Respond to inquiries, bookings, and guest support through various platforms, in a timely and professional manner. * **Reservations Management:** Oversee booking calendars, coordinate check-ins and check-outs, and manage cancellations and modifications. * **Property Coordination:** Work with cleaners, maintenance personnel, and other service providers to ensure properties are guest-ready. * **Review Management:** Monitor and respond to guest reviews, maintaining a high standard of guest satisfaction. * **Listing Optimization:** Assist in creating and updating property listings, ensuring they are optimized for visibility and bookings. * **List Negotiations:** Collaborate with the CEO and stakeholders to negotiate and finalize property listings for Airbnb and commercial real estate. * **Marketing Properties Support:** Help develop and execute marketing strategies to promote properties, including crafting listing descriptions and identifying target audiences. * **Social Media Management**: Create and manage content for social media channels to engage with prospective tenants, clients, and guests, driving property visibility. * **Administrative Support:** Perform various administrative tasks to support the management team. * **Screening Tenant Prospects:** Inspect and evaluate potential tenants for commercial properties for lease or sale in California. * **Assist with Account Receivables/Payables**: Help monitor and process financial transactions accurately and efficiently. * **Monthly Bookkeeping Tasks**: Ensure accurate records of financial activities, including expense tracking and reconciliations. * **Assist with Payroll:** Support payroll processing to ensure timely and accurate payment distribution. |

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| **REQUIRED SKILLS** |
| * **Hospitality Experience:** Previous experience in hospitality or short-term rental management, preferably with Airbnb or similar platforms. * **Communication Skills**: Excellent verbal and written skills in English and Spanish. * **Technical Proficiency**: Familiarity with booking platforms such as Airbnb and VRBO, and QuickBooks. * **Organizational Skills**: Strong multitasking and prioritization capabilities. * **Problem-Solving:** Ability to handle guest issues and operational challenges with calm and efficiency. * **Professional Writing**: Compose professional emails and maintain proper grammar and punctuation. * **Proactivity:** Anticipate needs and take initiative. * **Confidentiality**: Maintain discretion with sensitive information. * **AI Knowledge:** Familiarity with AI tools, including ChatGPT, is a plus. * **Flexibility:** Adapt to new challenges with a positive and can-do attitude. |

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| **WAGE COMPENSATION** |
| **Salary:** $5’000.000 COP Monthly  **Schedule:** Monday to Friday, 8:00 AM – 5:00 PM EST. Flexibility is required to address urgent matters.  **Note: Candidates must provide their own computer and reliable internet connection.** |