

# Holiday Valley Rental Management

## Rental Agent

### Job Description

**Position Objective:** As a member of our Rental Management team, you will be helping our customers realize the greatest possible return on their real estate investment while keeping our company profitable and delivering the world class customer service that Holiday Valley is known for.

**Reports to:** HVRM manager

**Works Closely with:** Other RM agents, customers (owners), retail guests (renters), Housekeeping and maintenance departments, Real Estate agents, HVRM manager, Property manager and Holiday Valley staff.

#### Major Responsibilities:

- Greets and assists guests during arrival and departure.
- Provides courteous guest service by responding promptly and efficiently to inquiries, requests and complaints.
- Processes all reservations and cancelations in a timely manner.
- Maximizes revenue and occupancy.
- Clerical duties (keyboarding, data entry, filing, bookkeeping, etc...).
- MOD (Manager on Duty) responsibilities when the department supervisor is out of the office.
- Guest and owner relations.
- Assists the Property manager as needed
- This list is not all inclusive.

#### Qualifications:

- Team player
- Detail oriented
- Strong computer skills
- Be able to work flexible hours (weekends are a must)
- Superior communication skills, both verbal and written
- Accounting and hospitality experience a plus
- **Positive attitude**