



CARMEL REALTY COMPANY

ESTABLISHED 1913

VACATION SERVICES COORDINATOR

Carmel Realty Company is currently searching for a full-time Vacation Services Coordinator to help manage a world-class portfolio of homes in Carmel, Carmel Valley, and Pebble Beach. Since 1913, Carmel Realty Company has been a locally owned family business, located in downtown Carmel, and has enjoyed an impeccable reputation as the premier luxury brokerage and property management company on the Monterey Peninsula. We have consistently won awards for Best Place to Work, Best Real Estate Company, and Best Property Management Company. Carmel Realty and its sister brand, Monterey Coast Realty, are now the largest independent real estate company on the Monterey Peninsula.

If you would like to be part of the team building and expanding our incredible brand, please submit your resume and cover letter to jobs@carmelrealtycompany.com.

Responsibilities

The Vacation Services Coordinator will be responsible for the day-to-day management and coordination of vacation rental operations, including:

- Provide customized, personalized service tailored to each homeowner's and guest's needs.
- Manage client reservations, booking inquiries, rental agreements, and contract administration.
- Coordinate property showings and assist with onboarding new vacation rental properties.
- Support new business development and contribute to the growth of the vacation rental portfolio.
- Manage homeowner and guest communications, addressing requests and resolving issues before arrival, throughout each stay, and following departure.
- Conduct thorough property inspections following guest departures and coordinate the resolution of any identified issues.
- Schedule and coordinate maintenance, repairs, and property services with vendors, homeowners, and guests.
- Oversee property readiness and coordinate with housekeeping and maintenance teams to ensure homes meet company standards prior to guest arrivals.
- Manage multiple properties and competing priorities while ensuring timely follow-through on operational tasks and guest and homeowner requests.
- Maintain accurate property records, reservations, contracts, and related documentation.
- Be flexible and committed to supporting vacation rental operations during the busy season, including some weekend coverage and availability for urgent property or guest needs.
- Identify operational needs, proactively resolve problems, and take ownership of responsibilities through completion.



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- Assist with departmental projects, process improvements, and additional responsibilities as needed.

Required Skills

- Three years of relevant experience in hospitality, vacation rental management, property management, or a related field preferred.
- Must have an active California Real Estate Agent license or be willing to obtain one within the first six months of employment.
- Strong computer skills, including Microsoft Office; experience with Escapia or other reservation management software preferred.
- Understanding of rental agreements, contracts, and property management procedures.
- Strong organizational skills and the ability to independently manage multiple properties, tasks, and deadlines in a fast-paced environment.
- Excellent verbal and written communication skills, with the ability to communicate professionally and effectively with homeowners, guests, vendors, and internal team members.
- Demonstrated commitment to exceptional customer service, attention to detail, and consistent follow-through.
- Experience working with high-end clientele and an understanding of luxury hospitality standards.
- Proactive problem-solving skills, sound judgment, and the ability to anticipate needs and address issues independently.
- Ability to adapt to changing priorities, manage time effectively, and remain composed in a busy, service-oriented environment.
- Collaborative approach to working with team members, vendors, and homeowners while taking ownership of assigned responsibilities.
- Basic accounting and math skills preferred.
- Willingness to learn, take initiative, and contribute to the continued growth and improvement of the department.
- Opportunity for advancement.

Full-time position | \$28–\$32 per hour, depending on experience.

Full benefits, including medical, dental, and vision.

401(k) after one year of employment.