



CARMEL REALTY COMPANY

ESTABLISHED 1913

VACATION OPERATIONS COORDINATOR

Carmel Realty Company is currently searching for a full-time Vacation Operations Coordinator to help manage a world-class portfolio of homes on the Monterey Peninsula. 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 jobsrcc@carmelrealtycompany.com.

Responsibilities

The Vacation Operations Coordinator will be responsible for coordinating and overseeing day-to-day property operations and maintenance-related activities, including:

- Demonstrate a commitment to quality, property standards, and exceptional customer service.
- Serve as a liaison between the Vacation Services team, maintenance team, homeowners, and outside vendors to ensure efficient communication and coordination.
- Coordinate maintenance, repairs, and property service requests with the appropriate team members and vendors.
- Schedule, track, and follow through on maintenance requests and repairs from initial report through completion.
- Maintain clear communication with the team and ensure tasks, updates, and outstanding items are accurately documented.
- Organize and maintain accurate property files, maintenance records, housekeeping calendars, and operational documentation.
- Provide timely and thorough follow-up with homeowners, guests, agents, and vendors regarding property-related needs and outstanding requests.
- Conduct thorough property inspections before and after rentals, documenting findings and coordinating any necessary follow-up.
- Coordinate supply ordering, inventory, and organization to ensure properties are appropriately stocked and maintained.
- Provide personalized service and respond professionally to property-related needs and requests.
- Anticipate potential issues, identify operational needs, and implement timely, practical solutions.
- Work directly with homeowners and guests to coordinate maintenance needs and communicate updates as appropriate.



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- Ensure vendors follow established property access, key control, home security, and other applicable property protocols.
- Review, organize, and process vendor invoices accurately and in a timely manner, coordinating any necessary approvals or follow-up.
- Perform property showings and assist with property onboarding or other operational needs as required.
- Help ensure properties are properly maintained, guest-ready, and consistently meet company standards.
- Take ownership of assigned responsibilities and contribute to departmental projects, process improvements, and additional operational needs as they arise.

Required Skills

- Relevant experience in property operations, property management, hospitality, maintenance coordination, or a related field preferred.
- Strong organizational skills and attention to detail, with the ability to manage multiple properties, requests, schedules, and deadlines simultaneously.
- Excellent time management and prioritization skills in a fast-paced, service-oriented environment.
- Strong verbal and written communication skills, with the ability to communicate professionally with homeowners, guests, vendors, and internal team members.
- Demonstrated commitment to exceptional customer service, property care, and consistent follow-through.
- Experience working with high-end clientele and an understanding of luxury property standards preferred.
- Proactive problem-solving skills, sound judgment, and the ability to anticipate needs and address issues independently.
- Ability to coordinate multiple tasks and projects while keeping accurate records and ensuring outstanding items are followed through to completion.
- Strong computer skills, including Microsoft Outlook, Word, and Excel; familiarity with AI tools and a willingness to learn new technology.
- Ability to work collaboratively across departments while taking ownership of assigned responsibilities.
- Understanding of property management contracts, procedures, and applicable regulations preferred.
- Must have an active California Real Estate Agent license or be willing to obtain one within the first six months of employment.
- 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.