

**We are looking for a vibrant, energetic and hard-working individual to join our team.**

**1. What's the working environment like?**

You won't be office based. You will be working out of apartments, and remotely and at times from coffee shops.

It can be fast paced and stressful at times as things are not as organised currently. We also have too much of a workload at the moment which is contributing to this and need someone to assist with the administration and operations of the business.

You are rewarded for excellent guest reviews. We have a great team at the moment who cares about each other and helps one another.

**2. What are our expectations regarding complete fulfilment of the role?**

Ideally someone who can run most of the aspects of this business smoothly without having to be micromanaged

Maximising excellent Guest reviews. We are striving for perfection. There is no room for error on critical items

Streamline processes to ensure there are no last minute issues and there is a plan for unforeseen circumstances

All tasks are completed with perfection without me having to double check your work

Drivers Licence is required and you may have to travel around the area to perform errands - company vehicle is shared with team

**3. What are the working hours?**

Mon - Fri 8-5pm sometimes we may finish 6pm if we are running late

You will be required to work alternative weekends when Somkhele is off 8 am - 5pm or 10am - 4:30pm

You may be required to be on call alternative weekday evenings remotely, you will receive an on call allowance from 5pm - 10:30pm/11pm. This is mainly to attend to guest checkin issues, enquiries & noise disturbances past 10pm as 10pm is when quiet hours are active

Item No.	Ave Minutes Spend per day	Catagory	Task Description	Staff Member Responsible (Blank areas will be allocated to you at first)	Yes / No Experienced	No. Of Months Experience	Rate Level of Enjoyment /10
1	10	Admin	Manage guest bookings and reservations, ensuring that all information is accurate and up-to-date				
2	20	Admin	Reporting all damage claims via email and following up if they are done. Reporting each damage claim / apartment is on a separate email with the pictures attached. This must be completed withing 24 hours of the guest checking out if you dind't have time to do it on the same day. Also add it to this spreadsheet Damage claims The price of which we are to bill the guest has to be included in the damage claim for this task to be complete. Housekeeping staff can also create a separate whatsapp group for that apartment for all damages.				
3	10	Admin	Calculate the weekly wages for the housekeepers & staff				
4	30	Admin	Create policies and standard operating procedures for every task you conduct to ensure you have a checklist in place and clear defined instructions of do's and don'ts				
5	30	Admin	Properly track all maintenance payments and slips for owners and invoicing owners. Ensure that the Maintenance spreadsheet is always kept up to date				
6		Admin	Place orders to suppliers (towels, linen, soap)				
7		Admin	Assisting the other companies in any administration as and when other staff may go on leave.				
8		Admin	Work out the profit and loss for each property.	Ushir			
9		Admin	Continually monitor market trends, pricing and competitor properties to ensure that our property remains competitive and attractive to potential guests (keeping in mind when there are long weekends, holidays, special events, etc.)	Ushir			

10		Admin	Submit damage claims for any damages and follow up if this has been paid out.	Jola			
11		Admin	Listing New properties on booking platforms.	Ushir / Jola			
12		Admin	Invoice owners & landlords	Jola			
13		Admin	Keep track of staff incentives for guest reviews	Jola			
14		Admin	Check pricing on properties	Ushir			
15		Admin	Work out monthly payouts for all properties & owners	Jola			
16	20	Guest Care	Respond to guest inquiries in a timely and professional manner, providing personalized recommendations for local attractions and activities based on their interests and preferences				
17	20	Guest Care	Proactively identify and address any issues or concerns that guests may have during their stay, ensuring that they are resolved quickly and to the guest's satisfaction				
18	10	Guest Care	Use a variety of communication channels, including phone, email, and the messaging platform, to stay in touch with guests and provide them with the information and support they need				
19	10	Guest Care	Ensure that guests are aware of any additional fees or policies that may apply				
20	30	Guest Care	Try and meet with the guests and ask them how was their stay, if it was good ask them to please leave a review as it will help directors know you doing a great job.				
21	30	Review Management	Monitor guest reviews and feedback, and use this feedback to continually improve the guest experience and the overall quality of the property. You will also need to respond to guest reviews.				
22	30	Review Management	Follow up with guests who have not left reviews and ensure they leave positive reviews and handle negative complaints with care. Your goal is to drive more positive reviews.				
23	30	Review Management	Look at past reviews of guests and what they liked and don't like and see if we have attended to these.				
24		Review Management	Submit reviews for guests on Airbnb	Jola			
25		Review Management	Respond to guest reviews on Booking.com	Jola			
26		Lead Management	Acquiring new properties and speaking to owners.	Ushir			
27		Lead Management	Maximise occupancy by encouraging private bookings when apartments are not booked via the booking paltforms	Ushir			
28	30	Property Setup	Purchasing items that we may require in the apartments to keep them up to standard and manage guest expectations				
29	1 - 3 hours	Property Setup	Furnishing new apartments that we may have. Assisting in purchasing the items and co-ordinating delivery & setup				
30	20	Property Setup	Make sure each apartment has these 3 items in a file, Inventory checklist, Cleaning Checklist, Picture Checklist.				
31		Property Setup	Attend to maintenance and report all time taken to repair and costs involved via email and the spreadsheet for the previous days work. Maintenance Somkhele Invoicing	Soms			
32	30	Staff Collaboration	Work closely with cleaning and maintenance staff to ensure that the property is always clean, well-maintained, and fully stocked with all the essentials that guests need for a comfortable stay				
33	30	Staff Collaboration	Co-ordinating Maintainance with the apartments and maitnananice team.				
34	60	Staff Management	Oversee housekeeping staff to ensure they are cleaning the apartments according to the set standards and procedures				
35		Staff Management	Create a positive work environment by incentivizing and rewarding team members	Ushir			
36	60	Staff Management	Perform incoming and outgoing inspections on each property. Take pictures of any issues you find and circle/label it, then add it to the images of that apartment group for the day. Example of inspection done in kitchen: <a href="https://youtu.be/EXXfqbrXcDY">https://youtu.be/EXXfqbrXcDY</a>				

37	30	Staff Management	Training each housekeeper to ensure they meet our standards.				
38	10	Staff Management	Schedule and coordinate cleaning services for all apartments				
39	10	Staff Management	Report any staff issues timeously to senior management to discuss any course of action needed				
40	15	Staff Management	Staff Roster - plan and complete in advance. Ensure staff are informed of when they are needed				
41	30	Staff Management	Find new housekeepers				
42	20	Staff Management	Set codes for housekeepers for the day and next day. Codes should be valid only for a day start to end shift.				
43	40	Staff Management	Ensure all checklists are completed and images are taken properly.				
44	30	Staff Management	Look at previous images for apartment and compare missing items if housekeepers can see whats missing. Test them on their inspection procedures. Employee Training On the Job. They should be progressing to handle things by themselves.				
45		Staff Management	Notify housekeeper when guests checked out.	Soms / Ushir			
46	30	Inventory Management	Check Inventory of apartments, storage cupboards & store rooms				
47	10	Inventory Management	Check what you need for the day for each apartment on the storeroom inventory				
48	20	Inventory Management	Making sure all items are distributed evenly amongst apartments and we have enough backup supply of items before they run out. Lets minimize movement and stock up in the storage cupboards. Make sure you update it as you go Apartment Storeroom Inventory				
49	10	Daily - Before guest arrival	Check pre-arrival form completed by each guest and note the responses accordingly on the Check-in Checklist				
50	5	Daily - Before guest arrival	Verify guest details on Truecaller				
51	5	Daily - Before guest arrival	Create Whatsapp groups for each check-in				
52	10	Daily - Before guest arrival	Set guest codes- this will be the access code for guests to enter the apartment				
53	10	Daily - Before guest arrival	Share all findings from the pre-arrival form on the whatsapp group with the guest contact card before adding the guest to the group				
54	10	Daily - Before guest arrival	Find out any missing information from guest that are still needed before check-in				
55	5	Daily - Before guest arrival	Add guest to whatsapp group once all is in order				
56	10	Daily - Before guest arrival	Send guests their smart lock code privately via WhatsApp				
57	10	Daily - Before guest arrival	Send guests the check-in information via the WhatsApp group				

Should you feel that you are the right candidate for this position, submit your CV and send a WhatsApp message to 071 694 4876 with your name, email address and the Title of this position informing us that you have submitted your CV.

Also as **optional**, send us a short voice note, introducing yourself and telling us about your experience in this industry as well as why you should get this position. Please note that experience is not a requirement as we can teach you the skills - it would just be a bonus if you do have experience already. Kindly also submit a head to shoulder photo of yourself.

Please kindly do not phone us. You may follow up via whatsapp.

Should you be contacted and invited for an interview, kindly note that we have an interview process which will be explained in the interview.

If you do not hear back from us in 30 working days, please consider your application unsuccessful.