

Airbnb Hosting Manager

Kevin Boer is currently looking for a Hosting Manager for Airbnb Business -- \$15 increasing to \$25/hr (Sunnyvale to Palo Alto)

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Castro at El Camino Real

(google map)

compensation: \$15/hr starting; after one month \$20/hr; six months later \$22.50/hr; six months after that \$25/hr
employment type: part-time

I'm looking for a part-time hosting manager / guest concierge for my Airbnb property management business. The job entails interacting with guests, running errands, making sure the places are clean and running smoothly, keeping on top of the cleaners, and much much more.

*** NOTE: To prevent spamming, and to make sure you've read through the *entire description*, there is a random question somewhere below that you'll need to answer at the beginning of your response. Also note that at the bottom of this listing are some other questions you need to answer.***

Though initially part time work, there's a good chance it'll grow to something bigger. While hospitality training / studies / experience is a plus, the most important characteristics I'm looking for are ambition, professionalism, creativity, problem solving, smarts, and flexibility.

Starting pay is \$15/hr, and if it's going well after a one-month trial period, it'll go up to \$20/hr. After another six months, again if it's going well, it'll be \$22.50/hr, and then another six months after that, up to \$25/hr. Beyond that, no guarantees, but we can discuss.

Note that I pay at the end of each day using Square Ca\$h. No waiting till the end of the month to get paid!

Also note that you will be a contractor, not an employee. You'll be responsible for managing and filing your own taxes, and I will issue you a 1099.

From now through May, it'll be 5-15 hours per week, during the summer 10 to 25 hours, and in the fall, back to 5-15 hours per week. The hours will be irregular, but known as far in advance as possible. (e.g. "next week I'll need you 2pm to 5pm on Tuesday and 3pm to 6pm on Friday). This is ideal supplemental income for somebody who already has another part or full-time job, or for a student.

Read on to learn more; the description is detailed because I'm looking for a very specific skill set.

Ambition

-- You need to be high-energy and driven. I want somebody who looks at this job as a stepping stone to something bigger. I want somebody who sees him/herself in a much greater role in 2 years and has a plan of how they're going to get there. That plan may (or may not) involve still working with me.

Professionalism

-- Guests pay good money to stay in these properties. You need to be professional in your dress, demeanor, and guest interaction.

Creativity

-- The airbnb market is growing rapidly, and I need to increasingly up my game to keep ahead of the competition. Five star reviews are everything, and you need to come up with creative ideas to keep me there. Should I provide a new kind of coffee? Is there a better place to get bedding? Do guests really want breakfasts? Is there a better way to welcome guests? No idea is too small or ridiculous to discuss. I'd rather hear 99 ideas that go nowhere in order to hear the 1 brilliant gem than to have you not suggest anything.

Problem solving

-- Expect the unexpected, and be ready to solve the problems that come about. Cleaner doesn't show up at the last minute? You need to be on it. Guest has lost his/her key? Solve it! Hot water heater stops working? Figure it out.

Random question -- please answer this question at the beginning of your response so I know you're not a bot or scammer:

Who was the president of the United States in 2016?

Smarts

-- Though at the beginning you'll be doing things as described above -- essentially, making sure each property is running smoothly -- pretty quickly I'll be asking you to do more things, and you need to be able to learn quickly. These things will include fielding guest requests, screening guests, scheduling, working with photographers, putting up listings, and light accounting. I'm not looking for somebody who already knows how to do all that; what I need is somebody who has the aptitude and desire to do more.

Flexibility

-- Things sometimes go wrong, and you need to be flexible. If the cleaner doesn't show up, and we don't have a backup person, you might need to do the cleaning that day. I can't tell you how many times I've been on my hands and needs scrubbing floors when a cleaner hasn't shown up!

In addition to above character traits, you need to:

- Be fluently in spoken and written English.
- Have your own car for travel throughout the South Bay
- Have and be familiar with using a smart phone -- not just email and text, but installing and using various apps; an iPad or laptop also helpful

Bonus points if, in addition to the above, you're also fluent in Spanish and/or Mandarin.

In your response to this ad, please include the following:

- 1) Answer to the random question embedded above
- 2) Best way to reach you
- 3) Why you're interested in this gig
- 4) Three creative ideas you have about how, if you had an airbnb listing of your own, you would make it stand out from the competition in terms of guest experience. Remember, it can be ridiculous. It just needs to be creative.

I plan to move pretty quickly. I'd like to narrow down to 3-5 candidates, meet them for coffee, and settle on the best one by this weekend.

Contact Information:

Email: Kevin.Boer@gmail.com

I look forward to hearing from you!