



Homeowner Account Manager

We are UnderTheDoormat! We meet the growing demand for managed accommodation in the sharing economy. We provide guests with a genuine local experience while they stay in distinctive, high-quality homes and offer homeowners a hassle-free way to earn extra income while they are away. In the two years since inception we have proven our concept, grown the business and put in place the foundations to scale up in London. We have also just closed our crowdfunding round with Seedrs raising over 220%!

We are looking for bright and ambitious people to help continue to grow the business. Applicants should be adaptable, flexible and proactive in developing their own skills and capabilities. We celebrate leaders at every level of the business who demonstrate independence in their work while contributing to the culture and broader environment of the UnderTheDoormat team.

We're looking for a social guru to build, manage and leverage our relationships with our homeowner community. Our homeowners are very important to us and we want to grow our homeowner community rapidly over the next 2 years. You need to be comfortable building relationships with an amazing range of different people and to be able to gain their trust and establish the right long term relationships with them. You will need to engage, educate, and advocate on behalf of our community to help grow the community and to ensure that all new and existing homeowners are welcomed and looked after as a part of the community.

What you'll be doing:

- You'll be 100% dedicated to building our Homeowner community, which includes developing and executing a community growth and engagement strategy and ensuring the success of our homeowner growth strategy long term is a part of the way we work across the entire company
- Own our London Homeowner community and build its success from creating networks to grow it, to ensuring our homeowners are long term partners with us.
- Provide first-class support and account management to a growing number of Homeowners



- Foster community appreciation and ingrain our brand values among members
- Coordinate local community outreach events ranging from smaller, more frequent Homeowner on-boarding events to large one-off gatherings
- Help grow local community through marketing efforts, including field marketing, partnerships and email marketing
- Gather successful case studies (sharers & drivers) to help us share our homeowner stories
- Onboard new Homes, scheduling blueprint guides and photography and ensure homeowners have a positive experience from their first interaction through first booking that would make them tell 5 of their friends.
- Manage and resolve Homeowner feedback and individual Homeowner concerns and ideas

What we are looking for:

- Experience in Account Management, Business Development, or Community Management
- You're a people person. You thrive on working with others and love building personal connections that drive growth
- Out-of-the-box thinker who will find creative ways to solve problems and hit targets
- Strong written, verbal and interpersonal skills who's highly outgoing, energetic and focused
- Strong desire to expand and acquire new skills
- You're empathetic but can remain calm under pressure
- Positive mental attitude, high energy, high integrity, strong work ethic, enthusiasm, sense of humor, and a commitment to our mission
- Data-driven and are comfortable using numbers to drive your initiatives forward
- Ability to think creatively to assist the marketing manager and external marketing partners in identifying strategies and activities that position our community at the center of our work
- Passion for building stronger communities and a more sustainable economy. You want to work at a company that will impact our society, the new sector we work in, and the environment

Additional amazingness (not all required but the amazing part is required):



- Experience with online communities, social media, and event management
- Experience with sharing economy and dual-sided marketplaces
- Passionate about sharing economy, and user of sharing economy services
- Deep local knowledge and strong local network, with several years living or working in London
- Startup experience