

## Customer Experience Executive

### About us

UnderTheDoormat meets the growing demand for managed accommodation in the sharing economy. We provide guests with the comfort of a home and professional service of a hotel and offer homeowners a hassle-free way to earn extra income while they are away.

This is an opportunity to join an exciting, technology led business with a high energy team who work closely on delivering an excellent customer experience. You will have the chance to learn new skills, be involved in significant projects and make an impact on many different areas of the company.

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.

### About the role

The successful applicant will support the Operations Manager and the Operations Team in ensuring great service for home-owners and guests. This role will report to the Operations Manager

### Responsibilities:

Your headline responsibilities will be supporting the Operations Manager and Operations Team in:

- Delivering a great service to our guests and homeowners
- Issue resolution in a timely and professional manner
- Supporting and managing logistical operations, including cleaning and linen partnerships and management of property service suppliers
- Delivering a 5-star service in the maintenance and preparation of our homes

### Specific responsibilities and activities will include:

- Responding to customers and managing the guest booking process including enquiry management, guest stay support and guest communications
- Playing a leading role in our end-to-end operations including scheduling, check ins/check outs, cleaning, linens etc.
- Supporting the maintenance and upkeep of the London portfolio of homes as well as resolving maintenance issues to the satisfaction of homeowners and guests

### What we are looking for:

- Someone with excellent customer service skills, enthusiastic, and willing to go the extra mile for customers
- Someone who is passionate about hospitality operations in a holiday rental market or property management company and sees their future career in this sector
- Someone who thrives under pressure and with constantly changing dynamics
- A people person who thrives on working with others and loves building personal connections that drive growth
- Someone who is organised and detail oriented



- Someone who has strong written, verbal and interpersonal skills who's highly outgoing, energetic and focused
- Someone who has a strong desire to expand and acquire new skills
- Someone with fluent spoken and written English and a great phone and e-mail manner

#### What we offer:

- An exciting and fast-paced start up environment
- Support from a mentor on how to grow your future career
- Informal ongoing development and training on other key business skills such as project management
- Eligibility to be part of the company bonus scheme after passing probation