



Owner Relations Specialist Job Description

Division: Operations & Support

Department: Operations

People Manager: No

Employment Type: Full Time

FLSA Status: Salary/Exempt

Compensation

This role starts at \$50,000 annually, with full benefits, performance-based bonuses tied to homeowner satisfaction and portfolio performance, and profit-sharing opportunities.

About This Job

The Homeowner Relations Manager is responsible for managing communication and building strong relationships with property owners, ensuring their satisfaction and alignment with our services. This role serves as a key point of contact for homeowners, proactively addressing needs, providing updates, and helping maximize the performance of their homes.

In addition to owner communication, this role supports the local Operations team as needed, including occasional in-field visits to homes to ensure quality standards are met. The ideal candidate is highly organized, detail-oriented, and an excellent communicator who can confidently manage multiple relationships at once.

This position is a blend of remote work, in-office responsibilities, and time spent in the field. Reliable transportation is required.

Essential Job Functions

- Oversee daily operations and workflow management of assigned portfolio of properties to optimize team productivity and meet departmental objectives. Identify areas for improvement, and implement process enhancements to drive efficiency and quality outcomes.
- Provide cross-coverage for the team when necessary.
- Conduct regular inspections prior to guest and owner arrivals.
- Manage guest and homeowner concerns by responding to emails, calls and tickets.
- Develop and grow a relationship with the owners of the properties by proactively communicating and becoming the subject matter expert of those properties ensuring they are clean, maintained and well cared for.
- Meet and maintain company standards and metrics such as NPS, standard



unit appearance, and efficiency.

- Partner and assist onboarding processes when new units join the portfolio.
- Ability to perform light home maintenance (light bulbs, fix door hinges, unclog a toilet, etc).
- Establish and maintain open, collaborative relationships with fellow regional team members and upper management team
- *Other duties as assigned because every day is different in hospitality!*

Skills & Qualifications

- Experience working in hotel, hospitality, vacation or similar industry is highly preferred.
- Tech-savvy with experience using various digital systems and applications and comfortable using mobile apps, tablets, and various software platforms.
- This role involves frequent travel between worksites, so reliable personal transportation is essential.
- Dependable and prepared. Showing up on time and ready to go..
- Must be dependable, self-motivated, and able to work independently while contributing positively to a collaborative team environment.
- Comfortable talking to people, online or in person, and being able to share information in a way that's clear, thoughtful, and represents the company in a positive way always.

Workplace Environment + Physical Requirements

- Work may take place indoors or outdoors, in a variety of settings including private homes, resorts, offices, and laundry facilities, often in varying weather conditions.
- We're in hospitality and our schedules can change based on guest and homeowner needs. Shifts may include early mornings, evenings, weekends, and holidays. We require flexibility to support this.
- Reliable transportation required.
- Regular travel within the locally assigned market and / or region..
- Ability to move freely (balancing, climbing, crawling, driving, squatting, standing, stooping, walking, bending, pushing, pulling, reaching, and repetitive hand/finger motions) and lift up to a maximum of fifty (50) pounds without assistance.

Special Note

This job description does not identify every requirement of the position. Casago may change position requirements, responsibilities, and work environment at any time with or without notice.