

Account Management Operations Associate

Description

About the company ResortPass is completely redefining what it means to be a guest at a hotel. By offering day access to luxury hotel experiences, including breathtaking pools, private beaches, deluxe spas, and more, ResortPass allows people to escape without ever leaving town. If you're moved to contribute to our vision, we'd love your help. Our growing team of innovative tech and hospitality experts has partnered with over 1,000 leading hotels and resorts including Ritz-Carlton, Four Seasons, Westin, and Fairmont. We've connected over 2 million people with relaxation and luxury in their own neighborhoods, making rest more mindful, togetherness more meaningful, and escape more accessible. Fresh off a Series B \$30M raise, co-led by Declaration Partners and 14W with additional investment from previous investor Charles River Ventures, and new investors Endeavor, Jessica Alba, Adam Grant and others, ResortPass is at the beginning of creating a new category of hospitality. About the role We are currently hiring a new member on our Account Management team! This person will handle many of the manual updates for our team due to system limitations. You will assist the AM team during the busy season and allow them to focus on inventory, pricing and hotel product conversion. This person will not be interacting with the hotels much but assisting with data entry tasks. This is a wonderful opportunity for someone looking for seasonal remote work. Compensation for this May-September contract position will be \$25 per hour and your shift will be Monday – Friday. What you'll do Assist in managing hotel accounts, including updating information and resolving issues Perform data entry tasks accurately and efficiently to maintain and update partner records Handle reactive tasks such as responding to client inquiries, providing support, and escalating concerns Collaborate with the account management team to ensure a seamless and high-quality partner experience Assist with ad-hoc projects as assigned to support the overall goals of the account management team Who you are We encourage candidates to apply even if they don't have 100% of the below qualifications. We believe in a holistic approach when evaluating talent for our team and post new roles often, so even if this role isn't quite right, we want to meet you! You have at least 1 year of experience in a customer-facing/data entry role and are driven to find the best solutions and build great relationships An organized multitasker. You have experience efficiently managing multiple online platforms and juggling different tasks in a fast-paced environment while staying detail-oriented An empathetic partner. You're able to adapt and respond to different personalities and corresponding requests with a friendly, positive, and patient personality Communicative. You're clear and concise in your written and verbal communications A problem solver. You're excited by a complex problem and take pride in finding unique and timely solutions A good human being. While building a startup is hard, being a good human being is not. We are creating a culture of people you want to work with. We create incredible experiences for our guests, and want to do the same for our employees This contract position requires use of personal equipment including a computer and internet connection. Please mention the word ****OVATION**** and tag RMTguMjM3LjIwNC4xMTE= when applying to show you read the job post completely (#RMTguMjM3LjIwNC4xMTE=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com

Hiring organization

ResortPass

Job Location

New York City, New York, United States

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