

Job Title:

Luxury Property & Guest Services Specialist

Description:

We are looking for a Rio based experienced individual, passionate about customer relations and delivering excellent service standards. The ideal candidate will have at least 5 years' experience in a professional work environment, with advanced office skills. They will possess strong experience in a client-oriented business, with high commitment to quality and happiness of the end user.

Company: [Rio Exclusive](#) is the premier company for luxury vacation rentals and real estate in Rio de Janeiro, with a clientele of affluent clients searching for high end rental properties or investment opportunities in Rio.

Location: This exciting career opportunity is based out of our home office in Ipanema.

Hours: 44 hours per week, with flexibility to work non-conventional hours, including weekends and overtime as is needed

Remuneration:

- ✓ Base Salary of R\$2000/month, + monthly commission and annual bonus. Opportunity to earn up to R\$100,000 per year
- ✓ Commissions are based upon reservation sales and are paid monthly, starting after you complete 2 months of employment
- ✓ Additional annual bonus is based on overall performance.
- ✓ We present every opportunity to drive your success, and through year end performance review, will provide a comfortable bonus in addition to your salary and commissions
- ✓ Generous benefits package also included (transport, phone, health and dental care)
- ✓ We are looking for a driven individual with career aspirations, as we are a fast growing company and there is room for growth and promotion in this role
- ✓ Potential growth opportunities exist within Brazil, as well as our other growing markets throughout Latin America

Position Requirements :

- ✓ Providing excellent quality service to our new and returning guests is priority number one. The utmost in professional and great presentation skills is required.
- ✓ Excellent communication and interpersonal skills – outstanding telephone manner is essential, and it's imperative that you tailor and customize communications - both by email and phone - for each individual guest

- ✓ Confidence, with the ability to prioritize, delegate and meet deadlines and quotas ie: accomplishing sales / rental goals
- ✓ Positive, energetic attitude at all times, as well as being hard-working, dynamic and with great team spirit
- ✓ Enjoys being part of a close knit team of international staff
- ✓ Fast learner – adapting to new processes in a rapid changing market
- ✓ Computer literacy is key, as you will need to learn new internal management systems
- ✓ Proactive & reactive simultaneously - Show initiative by knowing the client base and anticipating their needs, but also be able to act quickly and efficiently when a guest requests
- ✓ Ability to remain calm & courteous under pressure, and effective conflict management
- ✓ Fluent in English and Portuguese, with more languages an advantage
- ✓ Excellent writing skills, in regards to being able to effectively answer emails quickly and professionally, and in helping Rio Exclusive to write or update literature for our website, advertisements, publications, etc
- ✓ Excellent negotiation skills & understanding of basic legal contracts / sales documents
- ✓ While this list gives a general overview of the responsibilities, the job description will be forever changing and adapting to new objectives and responsibilities that are required.

Responsibilities:

- ✓ Daily handling of incoming phone calls, and emails, from potential clients and guests
- ✓ It will be necessary to personalize and tailor interactions to every customer request. We aim to make the guest's experience very curated and tailored to their needs. Many questions would need to be asked to the guest, in order to ascertain exactly what their needs are, and what the best recommendations are for them
- ✓ Must be able to coordinate all administrative details of each guest and booking, and provide exceptional organizational skills. This will include coordinating all email, paper and internal software input for all inquiries and incoming guests
- ✓ Liaise and coordinate with clients and our concierge team, to welcome guests upon their arrival in the properties. The utmost in excellent customer service skills is necessary, as you will be interacting and meeting the guests directly.
- ✓ Help with the written literature for Rio Exclusive, in order to develop our company brand as is needed

Please send your CV and cover letter to work@rioexclusive.com

