



HomeOps Administrative Coordinator

Who We Are

Del Mar Vacations is a Veteran-owned and operated, full-service vacation rental company with over 385+ homes across Cape Cod. Our mission is to create lifelong memories through 5-star guest and homeowner experiences—and we do that by putting hospitality and service at the heart of everything we do.

We're a team of passionate, smart, and engaged people who solve problems creatively and serve with care. Our ideal teammates thrive in a high-energy, tight-knit environment, are intellectually curious, optimistic, and ready to pivot when things change.

We live and work by our mantra:

R.R.R.E.E.E. – Readiness. Responsiveness. Resolution. Empathy. Efficiency. Enthusiasm.

It's how we show up, how we fix things, and how we treat people.

Our values make this more than just a job:

- **Be Reliable. Reliable. Reliable.**
- **Think like a Guest. Think like a Homeowner. Think like a Team Member.**
- **The Obstacle is the Opportunity.**
- **Make it Happen.**
- **Be Anti-Fragile.**

If that resonates with you, keep reading.



Why This Role Rocks

Home Operations owns the **interior brand experience** of every Del Mar home. As our **HomeOps Coordinator**, you're the coach who keeps the team on point—connecting cleaning, laundry, exterior ops, guest services, and homeowner teams so that each of the interior experiences feels effortless, every time. No two days are the same: one hour you're dispatching a last-minute clean, the next you're sourcing throw pillows, closing out project receipts, or rallying the seasonal crew with a "You-rock" newsletter. If you love switching gears, solving puzzles, and keeping people smiling, you'll thrive here.

What You'll Do

1 | Own the Schedule

- Build and maintain daily, weekly, and monthly schedules for **cleaning, laundry, staging, and special projects**.
- Route teams efficiently.
- Pivot fast for guest issues, last-minute bookings, or weather curveballs.

2 | Keep the Back Office Humming

- Manage supply purchasing and **upload every receipt**, every time.
- Track trailer locations, equipment, and inventory levels so field teams never run dry.
- Own core process docs—update, train, repeat.
- Manage department budget by tracking vendor spending, labor hours, and supply costs to stay financially 'green.'
- Upload contractor hours and manage payroll processing for HomeOps and related contractors.
- Maintain vendor relationships for supplies and materials (e.g., Cape Cod Vacuum, BJ's, Standard Textile, Dollar Tree).

3 | Be the Human Router

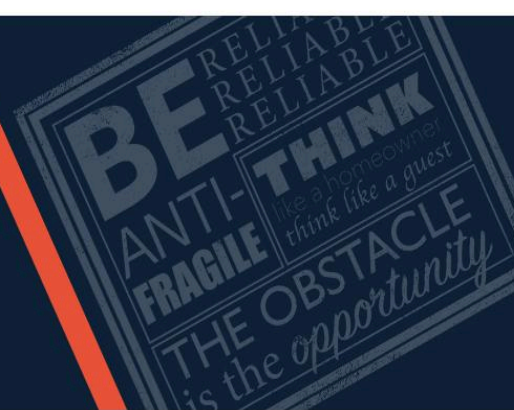
- Field calls and Slack pings from cleaners, exterior ops, service techs, and guest services; get the right info to the right human, fast.
- Translate "my guests smell smoke" into actionable tickets with clear instructions.

4 | Recruit & Grow Our Seasonal Heroes

- Support recruiting and onboarding efforts for all HomeOps roles—seasonal and core—ensuring every hire is a great culture fit..
- Send monthly newsletters that keep them engaged, informed, and pumped for next season.
- Schedule and track training sessions so everyone knows how to nail the Del Mar standard.

5 | Own the Admin & Quality Backbone

- Track performance metrics and evolve quality control actions to improve home readiness.



- Support home onboarding by documenting and organizing property info for new listings.
- Assist in staging and furnishing projects to meet Del Mar's brand standards.
- Quote and estimate value-add services (e.g., window cleaning, floor waxing) for homeowners and guests. Ensure follow-up on bad reviews with concrete actions to enhance guest satisfaction.

6 | Make It Fun

- Plan quarterly team-building events (think bingo meets beach bash).
- Jump in on company-wide celebrations—because happy teams make happy guests.

What You Bring

Must-Haves

Legendary organization & multitasking.

People skills—clear, friendly communication in person, phone, Slack, and email.

Tech savvy—you live in G-Suite, can learn HubSpot/Zuper fast, and tinker with AI tools to work smarter.

Able to **lift 50 lbs** (furniture boxes happen) and follow assembly directions.

Basic understanding of home systems (thermostats, breaker switches, “quick-fix” hacks).

Nice-to-Haves

Hospitality, facilities, or property-management experience.

Cape Cod or local geography know-how for routing magic.

English + Portuguese fluency.

Payroll processing experience

Love for interior design or staging.



How We Work

- **Readiness** – Schedules locked, supplies stocked.
- **Responsiveness** – Slack replies in minutes, not hours.
- **Resolution** – Problems leave your desk solved.
- **Empathy** – Guests, cleaners, owners; you get all perspectives.
- **Efficiency** – Cut wasted trips, minutes, and dollars.
- **Enthusiasm** – High-fives, playlists, and perpetual “let’s do this!” energy.

Reporting & Team Structure

You report to the **Director of Home Operations** and collaborate daily with:

- Home Ops field & laundry crews
- Exterior Operations & Maintenance Technicians
- Guest Experience & Reservations
- Client Managers

Logistics & Perks

- **Location:** Orleans HQ with homes from Provincetown to Barnstable.
- **Schedule:** Full-time, Tuesday–Saturday or Wednesday–Sunday.
- **Compensation & Benefits:** Competitive salary, health/dental/vision, 401(k) match, paid time off, professional development, and an amazing culture.

Ready to Join the Team?

Shoot us your résumé and a quick note on **Why you're interested in this role** to jobs@thisisdelmar.com. We can’t wait to meet you!