



Operations Admin

Pay Range: \$50,000–\$60,000 per year

Who We Are

Del Mar Vacations is a Veteran-owned and operated, full-service vacation rental company with over 400+ 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.

And 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.

The Role: Operations Admin

As an **Operations Admin**, you'll be part of a squad that sits at the center of our Operations engine. Together, our Admin Team covers all the moving pieces of a 400+ home portfolio — Prioritizing, scheduling, dispatching, vendor coordination, and ensuring quality of each home. Each Admin has a focus area, but we work as one unit, flexing across pipelines to get things done.

This role is all about **making sure the right work gets to the right person at the right time** — whether it's a same-day guest or owner issue in July, a multi-week project in January, or seasonal service packages in March. No two days are alike, and that's the fun of it.



What You'll Own

- Schedule and dispatch maintenance techs to resolve homeowner and guest issues quickly.
- Juggle high volumes of incoming requests, keeping service levels 5-star and efficient.
- Serve as a point of contact for field techs, ensuring they have clear instructions, tools, and support.
- Review job completions — reschedule, escalate to vendors, or approve for invoicing.
- Coordinate routine seasonal work: outdoor shower turn-ons, AC installs, service packages, etc.
- Balance routine tasks with the transition work needed to open/close homes.
- Support teammates focused on vendor pipelines and quality control.
- Schedule and track longer-term jobs and projects (spanning days to months).
- Partner with the team on home closings, openings, tune-ups, and quality checks.
- Manage recurring processes like permits, inspections, inventories, and documentation.
- Flex across pipelines — covering dispatch, vendor management, triage, or QC as needed.
- Contribute to process documentation and continuous improvement projects.
- Work shoulder-to-shoulder with the Admin Team to keep homes, facilities, and equipment in top shape.

You Might Be a Fit If You...

- Have experience scheduling, dispatching, or supporting field teams in a service environment.
- Thrive when working in a **team identity/squad model** where everyone owns outcomes together.
- Are organized, tech-savvy, and confident juggling multiple priorities.
- Communicate clearly and professionally across phone, text, email, and in-person.
- Stay calm in a fast-paced, high-volume environment (especially in summer).
- Are available to work some weekends between Memorial Day and Labor Day.
- Bring project management experience (a bonus).
- Speak Portuguese and English (highly desired).

What's In It For You

- Be part of a collaborative **Admin Team squad** that shares the load and wins together.
- Amazing co-workers who care about what they do.
- 75% paid health insurance for you + dependents.
- Dental & vision coverage.
- HSA (Health Savings Account).
- 401k with up to 4% match.
- Professional development opportunities.
- Yearly bonus program (and other recognition big & small).
- Autonomy to build, create, and improve things daily.
- Office in downtown Orleans (access to restaurants, shops, and Cape Cod life).



 Ready to be part of the Admin Team that keeps Del Mar's 400+ homes running like clockwork? Apply now and help us deliver 5-star service—together.