



Reservations Coordinator

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. – Readiness. Responsiveness. Resolution. Empathy. 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: Reservations Coordinator

As a Reservations Coordinator, you're the first impression of Del Mar for many of our guests—and often the reason they choose to stay with us. You'll manage inbound and outbound reservation activity, connect with guests to rebook their favorite homes, and make sure every inquiry is handled quickly, professionally, and with genuine enthusiasm.

This role is about turning inquiries into confirmed vacations, building loyalty with repeat guests, and knowing our homes well enough to recommend the perfect spot for a Cape Cod getaway. No two conversations are alike, and that's the fun of it.



What You'll Own

- Manage **Guesty Inquiries** (respond to new and “Action Required” items).
- Drive **lead management** in the Inquiry Pipeline (new leads, action items, follow-ups).
- Handle **inbound calls** for bookings and upcoming guest questions.
- Manage the **HubSpot Reservations Inbox** and **reservations text messages**.
- Review and act on the **Reserved Reservations Report**.
- Monitor **Slack alerts** for VRBO cancellations and double-booked dates.
- Conduct **check-out calls** with departing guests.
- Make **gap night calls** to fill open dates (when time allows).
- Call **5-star guests to rebook** their next vacation.
- Create and test **new outbound initiatives** to drive bookings.
- Build deep knowledge of Del Mar homes and what makes each one special.
- Drive revenue and achieve metrics around revenue and nights booked that support the whole company.
- Manage reservations, including modifications and payments.
- Cultivate guest loyalty and encourage repeat bookings.

You Might Be a Fit If You...

- Have strong written and verbal communication skills.
- Are sales-minded, persuasive, and driven to close.
- Love delivering 5-star guest experiences and building loyalty.
- Can juggle multiple inquiries, platforms, and tasks without dropping the ball.
- Stay calm and professional in a high-volume, fast-paced environment.
- Are organized, tech-savvy, and quick to learn new systems.
- Have hospitality, reservations, or customer-facing experience (a plus).

What's In It For You

- Be part of a fun, collaborative team that 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 help guests book (and rebook) the Cape Cod vacation of their dreams? Apply now and join a team that makes 5-star memories happen every day.