

Review Assistant

Job Description

About Heirloom

Heirloom (stayloom.com) is a leading provider of large-format, luxury short-term rentals on the national level. We pride ourselves on our unique focus of providing world-class accommodations to discerning groups of travelers in premier travel destinations. Combined with a tech-enabled and data-driven business strategy, Heirloom has been successful in quickly carving out a unique space for itself within the highly competitive and rapidly evolving luxury hospitality rental industry.

General Overview

The Review Assistant is a part-time entry level position that works within the Marketing Department. The primary function of the Review Assistant role is to support the Marketing Manager in keeping the review process organized; executing on review curation projects; and working to maintain our company's positive brand image online. The Review Assistant role is the precursor to the Marketing Associate role.

Essential Functions

- Work collaboratively with Marketing Manager and Marketing Associate in managing Heirloom's proprietary review process
- Maintain at least a 4.5 star rating on all of our listings on all platforms
- Review solicitation from guests
- Review curation (public responses, review cover-up)
- Jumpstart new listings with reviews on booking platforms
- Identify listings/reviews that need to be examined by our team
- Work hands-on with remote off-shore administrative team
- Organize and document progress
- Other tasks as assigned

Requisites

A successful Review Assistant is an organized team player with strong work ethic. The ideal candidate is someone who is able to see projects with many moving parts through to completion by paying meticulous attention to detail. We seek self-starters who strive for excellence and are ready to do the hard work it takes to get there.

- Preferred Bachelor's Degree or equivalent. Candidates currently enrolled in college will be considered.
- Must be highly organized and demonstrate exemplary planning, multi-tasking, and time-management skills
- Ability to function in a fast-paced work environment
- Must have initiative, focus, self-motivation, and positive attitude in performing all job duties and functions
- Proactive approach to problem solving (critical thinker)
- Must be team-driven and enjoy working with a variety of personalities

- Experience managing teams (especially remote teams) a plus
- Professional, reliable, able to take direction, and open to feedback
- Must be literate in Microsoft Office Suite and Google Office Applications

Schedule & Compensation

The Review Assistant role is a part-time position and will be based in Boston, MA. Compensation for this position is hourly and commensurate with experience.

Training

The first 90 days of the role will be an immersive training, mentorship, and onboarding experience. The purpose of the 90-day training period is to learn Heirloom's proprietary review process by participation in training sessions, reviewing company documentation, and one-on-one meetings.

How to Apply

Qualified applicants should submit the materials listed below to jobs@stayloom.com.

- Updated resume
- Cover letter specifically addressing the essential functions of this role in relation to your skills, background, and experience.
- Any additional material(s) you would like considered as part of your application