



Synergy Corporate Housing a premier provider of global temporary housing, offering accommodation solutions to corporate travelers and relocation assignees. We manage the most intricate and expansive corporate housing programs for top companies located throughout the world. We deliver boutique services custom tailored to meet the individual needs of our guests in over 40 countries. We thrive on providing solutions that exceed the expectations of our clients and are motivated by providing our guests with an exceptional experience.

Position: Account Coordinator / Administrator

Salary: TBC

Start Date: March 7, 2016

Location: The Park, Carrickmines Retail Park, Dublin 18

Position summary: Entry level position to work with the Global Account Executive Team in processing and finalizing reservations and service existing clients in the EMEA (Europe, Middle East & Africa) . Responsible for processing new EMEA arrivals and auditing reservations.

Primary Duties & Responsibilities:

1. Assists the Global Account Executive Team in handling and processing incoming reservation requests from individual guests, as well as programme contacts; ensuring that all their needs are met within the set parameters of the Gsuites Programme.
2. Assists in creating and processing EMEA portals and CARF within Oscar database - on occasion processing US portals when extremely busy!
3. Maintains our EMEA property database (details partners properties & distance to Google for each EMEA city)
4. Sending out all EMEA Arrival Reports to property partners.
5. Assists the Global Account Executives with calling properties for apartment availability as directed. Sending guest confirmations and check in instructions. Inputting new apartment acquisitions within the Oscar database.
6. Works with the Team and outside vendors ensuring all apartments meet move in standards set by Synergy Corporate Housing, the Gsuites Programme, and the guest prior to arrival.
7. Assists in Due Diligence for New Providers
8. Assists with monitoring vacancy exposure daily ensuring reservations activity is placed where it minimizes financial exposure to the company and the Gsuites Programme.
9. Assists with entering all vacancy reservations at the end of each month for EMEA.
10. Assists the Account Executive with various tasks and assignments related to the programme as directed daily.
Audits all EMEA guest reservations booked by the Global Account Executives.
11. Communicates with appropriate properties/providers ensuring authorisation is granted for all vendors and employees to access apartments when needed. Ensuring guest check in instructions are understood by property provider.
Receives and processes service requests from guests over the phone and by email.
12. Build properties and units within Oscar Booking database.
13. Build property profiles for company website as required.

Skills Required: Proficient in Microsoft Office programmes; highly organized with fine attention to detail; enthusiastic, team player and ability to work on own initiative.

Send your CV to Heather Randall at Heather Randall hrrandall@synergyhousing.com