

Job Title: Lodging Client Services Manager, Kenai Adventure Cabins (KAC)

Location: Kenai, Soldotna, Alaska

Job Type: Full-Time

Reports to: Business Owner

KAC Introduction

Please visit our website at www.kenaiadventurecabins.com to learn more.

Job Summary

We are seeking an experienced and dedicated person to run our residential Short-Term Rental (STR) and Long-Term Rental (LTR) property, which includes 17 cabins (4 two-bedroom cabins, 1 one-bedroom/one-bath cabin and 12 single-room cabins), and a Social-Bathhouse building (Base Camp). In this role, you will ensure a high level of guest satisfaction and reviews, manage on-line booking process, maintain and improve property standards, supervise daily operations, and drive increased business. You will also be the face of KAC to all Prospects, Clients, Vendors, and in the Community.

Qualifications

- **Education:** Bachelor's degree preferred in Marketing, Hospitality Management, Business Administration, Accounting or a related field. Depth of experience may trump formal degrees.
- **Experience:** Minimum of 3 years of experience in hospitality, customer service, marketing, sales/service, property management, accounting, or a related field.
- **Location:** Greatly prefer an Alaskan resident.
- **Important Skills:**

- Excellent with people - Excellent communication and customer service skills, ability to be friendly and speak professionally.
- Highly organized - process and detail oriented.
- Technology experience using Google Suite and Social Media Platforms.
- Self-starter - requires little supervision and a multi-tasker.
- Innovative and entrepreneurial minded.
- Quick learner.
- Strong time management and problem solving skills.

Key Responsibilities

Client Services & Relations:

- Own Client communications from start to finish.
- Proactively engage with clients and monitor real-time feedback to ensure a high level of satisfaction. Address inquiries and requests promptly and effectively.
- Manage all client booking activity through platforms and software providers (AirBnB, VRBO, Booking.com, KAC website, social media, etc. used by KAC.)
- Execute all processes to ensure a smooth and welcoming experience for guests.
- Develop and implement strategies to improve guest satisfaction and retention.
- Enforce all property rules and occupancy requirements.

Operations Management:

- Supervise daily operations on the property, including housekeeping, routine property maintenance, and supplies/inventory.
- Ensure all buildings are clean, well-maintained, and stocked with supplies.
- Perform cabin inspections upon STR checkout and periodically during LTR stays.

- Coordinate with subcontractors to perform other maintenance and repairs.

Compliance & Safety:

- Ensure the property complies with all local, state, and federal regulations.
- Implement and maintain health, safety, and security standards.

Community Involvement:

- Be the ‘Face’ of KAC in the greater Kenai Peninsula Borough (KPB) Community.
- Regularly attend Chamber of Commerce and community development events.
- Maintain awareness of significant market events (Soldotna Field House, major manufacturing changes, tourism events, etc.).

Opportunity to Grow into a Larger Role and Develop Skills with Revenue Development, Marketing, Financial Management:

- Design & Implement Marketing plans to promote the property and attract guests through the use of Technology.
- Coordinate with local businesses and tourism agencies to promote the property.
- Identify & Implement Marketing, Pricing, and Margin Improvement Plans.
- Own and Manage all Business to Business (B2B) relationships.
- Manage the business PnL, including revenue generation and expense control.

You Are Part of a Team

- Report to KAC Ownership, with frequent engagement.
- Supervise Housekeeping & Property Maintenance Workers.
- Manage Vendors (Utility, Software, Trades, etc.).

Compensation & Benefits

- Competitive salary range of \$35,000 - \$50,000, based on marketing and revenue development experience.
- 20 Paid Time Off (PTO) days annually. Some blackout dates will apply.
- Job requires flexible hours. During STR season, it will require working weekends and holidays at times. During LTR season, there is more flexibility.
- Opportunity for advancement and increased responsibility.
- Professional development opportunities.
- Potential for a bonus.

How to Apply

Interested candidates should apply on-line through Indeed by December 15, 2025.