

**Paros Villa Rentals Head of Destination:**

**Customer Support & Business Development (Full-time, Paros-based, 12-month position)**

The company:

Kinglike is a boutique international travel agency offering luxury villa rentals & personal concierge services on the islands of Mykonos, Paros, Antiparos & Corfu, Greece, and in Tuscany, Italy. Established in 2015, the agency has a strong presence in the above-mentioned destinations, where we represent more than 900 villa owners, assisting more than 200 high-end clients each summer.

Here is who we are looking for:

We are looking for a young, passionate, responsible and energetic individual to:

1. Undertake the further development of Kinglike's operations on the islands of Paros & Antiparos, Greece.

By this, we mean the sourcing of new villas to expand the existing portfolio:

Paros: <https://kinglikeconcierge.com/paros-villas/search>

Antiparos: <https://kinglikeconcierge.com/antiparos-villas/search>

2. Assist the sales department during the rental process by giving feedback on the villas and the islands.
3. Offer customer support during the summer season.

Brief description of the responsibilities:

**The above-mentioned responsibilities require the relocation of the employee on the island of Paros on a permanent 12-month basis, at least for the first 2/3 years, until he or she gets familiar with the destinations and, most importantly, with the agency's villa portfolio.**

This is a multi-task position (given the seasonal nature of the business, the tasks change during the course of the year);

### **Summer**

The individual should take care of the agency's clientele before & during the summer season by offering seven days per week support (reservations & personal concierge services) and sell additional services to the groups staying at the villas. The individual will receive a bonus based on how well they perform in the selling of additional services.

### **Rest of the year**

Furthermore, who is going to cover the position should also demonstrate the capacity to source new villas leveraging the company's existing reputation, pluriannual experience & know-how, combined with his/her interpersonal, communication and (basic) internet skills. He or she is also expected to assist the sales department during the rental process (which can take place any time during the course of the year but mainly from December till June).

The person who will cover the position will be expected to:

- Undergo an initial learning period during which he or she will have to deeply understand the company's business model and its processes. He or she will be trained by the agency's owner and managing director as well as by the head of operations of the island of Mykonos. The length of the training period will depend on the employee's capacity to understand the details of the business process.
- Acquire deep knowledge of the company's existing portfolio on these two islands (circa 300 villas) through reading information online and paying visits to the properties.
- Acquire deep knowledge of the islands' geography (if he or she doesn't already have this kind of knowledge).
- Source new villas through personal research on the islands of Paros & Antiparos.
- **Be located on the island of Paros on a 12-month basis. This is NOT a seasonal position. The relocation is considered to be necessary in order for the Head of Destination to acquire deep knowledge of the agency's villa portfolio. Who is not willing to relocate to Paros should not apply for this position.**
- Handle the communication with the villa owners / managers.
- Assist the sales department with back office work (spreadsheets, website presentation, providing information on the villas and / or the island etc).

### Benefits for the applicant

- Very competitive salary (well above the industry average).
- Extra bonus based on the performance (percentage on the sales of additional services).
- Free accommodation on the island of Paros.
- **The combination of salary plus bonus can exceed the amount of EUR 30'000 per year, net to the employee.**
- In addition to this, the employee will have access to significant tips given that he or she will have to assist at least 80 groups per season, majority of whom come from the US.
- Smart working & flexible schedule. No need to go to an office.
- Reimbursement of the expenses for fuel related to the company's operations.
- Working experience in an international agency is a huge plus for the candidate's CV.

### Job requirements:

The ideal candidate:

- Should demonstrate eagerness and enthusiasm to cover the position.
- Should have a strong work ethic and match with the company's professional culture & business ethics (hard-working, dynamic, flexible, responsible & efficient). This is a position of great responsibility as the employee will be the agency's main representative on the islands of Paros and Antiparos where the business operations are already established since 2022, assisting more than 80 groups each summer.
- Should be able to demonstrate that he or she can manage stressful situations without losing their temper or getting discouraged.
- Should be eager to learn fast and adjust to the company's and the market's requirements.
- **Should be willing to live in Paros on a 12-month basis - not just during the summer season.**
- Ideally should have previous experience in the traveling industry, in customer service and/or sales, ideally on the island of Paros.
- However, demonstrated organizational and sales skills as well as the candidate's strong character & charismatic personality are much more important than a previous experience in the travelling industry.
- Ideally should have an undergraduate degree.
- Has to demonstrate excellent verbal and writing skills in the English language.

- **Has to have a driving license and a car. Without a car, it is impossible to perform this job's tasks.**
- Should be familiar with the use of a personal computer (Microsoft Office, Google Drive, email, internet research etc).