



Job Title: Reservation Specialist

Company: Switchplace

Location: Remote

Job Type: Full-time

Company Overview: Switchplace is a leading corporate housing provider specializing in offering temporary housing solutions for business travelers, relocating employees, groups and individuals in need of furnished accommodations. We pride ourselves on delivering exceptional service and tailored housing solutions to meet the unique needs of our clients across the nation.

Position Overview: The Reservations Specialist is responsible for owning the complete reservation lifecycle for all North American bookings. This position serves as the central point of coordination between clients, guests, suppliers, properties, accounting, and operations teams to ensure reservations are accurately processed, financially compliant, and transitioned seamlessly into guest services.

Reservation Management

- Own the end-to-end reservation process for all North American bookings.
- Manage both new reservations and existing in-house guest reservations.
- Create and maintain reservation records within the reservation system (CodeOne)
- Ensure all reservation data, guest information, lease terms, billing details, and supporting documentation are accurately entered and maintained.
- Enter and manage all reservation-related tasks and workflows throughout the booking lifecycle
- Coordinate reservation extensions, modifications, and changes with clients, guests, suppliers, and property partners.
- Manage all Notice to Vacate (NTV) requests and ensure timely communication with clients and property partners.

Lease Administration

- Generate client lease agreements and ensure all required information is accurately captured.
- Deploy lease agreements, addendums, disclosures, and supporting documentation to guests and clients.
- Monitor and manage the timely execution and return of all lease documentation.
- Coordinate property-required background checks and application processes.
- Review and execute supplier and property lease agreements

Financial Coordination & Reservation Auditing

- Collect guest payment information, including credit card authorizations and required billing documentation.
- Audit reservations to ensure financial accuracy.
- Identify and resolve reservation discrepancies prior to guest arrival.

Qualifications

- 2+ years of experience in reservations, hospitality, corporate housing or leasing.
- Strong attention to detail and organizational skills.
- Experience managing multiple priorities in a fast-paced environment.
- Proficiency with Microsoft Office Suite and reservation/property management systems (CodeOne).

Benefits:

- Competitive salary with performance-based bonuses.
- Comprehensive health, dental, and vision insurance plans.
- Retirement savings plan with employer matching.
- Paid time off and holidays from Day 1
- Ongoing training and career development opportunities.

