

WORK VAPOR

Job Link: <https://workvapor.in/jobs/virtual-guest-service-agent-work-from-home/>

HIRING ORGANIZATION

Nola Short Term Rental Solutions LLC

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

VIRTUAL GUEST SERVICE AGENT, WORK FROM HOME

BASE SALARY

INR 300000 - INR 650000

DESCRIPTION

Job Role: Virtual Guest Service Agent

Company: Nola Short Term Rental Solutions LLC

Work Mode: Remote / Work From Home

Job Type: Full-Time, Permanent

Salary: ₹3–₹6.5 LPA

Experience: 0–3 Years Listed; 1+ Year Customer Service Experience Required

Openings: 7

Industry: Travel & Tourism

Education: Graduation Not Required

Contact Details:

Email: abel@booknola.com

Nola Short Term Rental Solutions LLC is hiring a **Virtual Guest Service Agent** to support guests staying at short-term rental properties. The role involves handling enquiries, resolving guest issues and coordinating with the operations team.

Key Responsibilities

- Respond to guest messages, calls and enquiries.
- Explain property details, amenities and local information.
- Resolve complaints and in-stay issues.
- Coordinate maintenance requests and follow-ups.
- Work with cleaners, maintenance staff and vendors.
- Monitor reservations, cancellations and booking changes.
- Maintain accurate records of issues and resolutions.
- Escalate refund and compensation requests to the manager.

Requirements

- Customer service experience, preferably in hospitality or short-term rentals.
- Excellent written and spoken communication.
- Strong problem-solving and multitasking skills.
- Ability to handle complaints calmly.
- Familiarity with Slack, spreadsheets and property management software.
- Good time management and attention to detail.
- Reliable internet connection.
- Flexibility with shift timings.

How to Apply

Send your **resume and a short note about your customer service experience** to **abel@booknola.com**.