



Scott Lakes Property Company Inc.

ESTABLISHED IN 2006

EMPLOYMENT APPLICATION

GUEST COMMUNICATIONS & MARKETING COORDINATOR

Thank you for your interest in joining Scott Lakes Property Company Inc. Please complete all sections of this application. Incomplete applications may not be considered for employment.

Compensation is based on experience.

Reports To: Elizabeth Kosten and Elizabeth Volgman



This position can be full-time or part-time, remote, with occasional in-person meetings in Allegan County, Michigan.

PERSONAL INFORMATION

Date of Application: _____

Full Legal Name: _____

Preferred Name (if applicable): _____

Current Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Email Address: _____

Are you legally authorized to work in the United States?

Yes No

Do you have reliable internet access and a dedicated, professional workspace suitable for remote work?

Yes No

Are you able to attend occasional in-person meetings in Allegan County, Michigan?

Yes No

Desired Wage: _____

EMPLOYMENT INFORMATION

Date Available to Begin Employment: _____

Employment Type Desired:

Full-Time Part-Time Either

Are you available to work standard business hours, with primary availability Wednesday through Sunday?

Yes No

Are you able to monitor and respond to guest communications promptly during your scheduled working hours?

Yes No

EDUCATION

Highest Level of Education Completed: _____

School Name: _____

Degree / Certification: _____

Field of Study: _____

Graduation Year: _____

Additional relevant courses, certifications, or training: _____

SAMPLE GUEST RESPONSE SCENARIOS

Scenario 1:

A guest messages at 9:30 p.m. on the day of arrival and says they cannot find the property and do not have the access code.

How would you respond? Please write your full response below:

Scenario 2:

A guest is unhappy about the cleanliness of the home and is requesting a partial refund.

How would you respond? Please write your full response below:

APPLICANT CERTIFICATION

I certify that the information provided in this application is true, complete, and accurate to the best of my knowledge. I understand that any misrepresentation, omission, or falsification may result in the rejection of my application or termination of employment if hired.

I authorize Scott Lakes Property Company Inc. to verify information provided in this application and to contact references and previous employers for employment-related purposes.

Applicant Signature: _____

Printed Name: _____

Date: _____

RELEVANT EXPERIENCE & QUALIFICATIONS

How many years of short-term rental, vacation rental, hospitality, guest services, property management, or related experience do you have?

Less than 1 year 1–2 years 3–5 years 5+ years

Please describe your short-term rental, vacation rental, hospitality, customer service, or property management experience:

Please identify the booking channels and short-term-rental platforms you have experience using:

Airbnb VRBO Direct Booking Websites

Guesty Other Property Management Systems

Other: _____

Please identify the software, systems, and tools you have experience using:

Guesty Wix Airtable Breezeway

Beyond Pricing Canva Google Workspace

Microsoft Office Social Media Platforms

Email Marketing Platforms Other: _____

Please describe your experience managing guest communication before booking, during a stay, and after checkout:

Please describe your experience with any of the following: listing creation or updates, Airbnb/VRBO optimization, pricing or calendar management, email marketing, social media, promotions, performance reporting, competitor research, or photography coordination.

PORTFOLIO / MARKETING EXAMPLES

Please provide links or describe any marketing, content, listing optimization, email campaigns, social media, or other work samples that demonstrate your skills and experience.

Links (if applicable): _____

PROFESSIONAL REFERENCES

Please list three professional references who are not related to you.

REFERENCE #1

Name: _____

Company: _____

Relationship: _____

Phone: _____

Email: _____

REFERENCE #2

Name: _____

Company: _____

Relationship: _____

Phone: _____

Email: _____

REFERENCE #3

Name: _____

Company: _____

Relationship: _____

Phone: _____

Email: _____