



Accommodation Services Manager

Reporting to: Company Owners/Directors (2)

Location: Cork City, Ireland

Contract Type: Full-time, Permanent

About EazyCity

EazyCity has provided flexible accommodation solutions to international students and workers relocating to Ireland since 2004. We specialize in short-term, flexible accommodation options to suit our international customers and to make their transition to a new country a little easier. Our mission is to provide quality, inclusive and flexible accommodation options in a professional and helpful manner.

Role Overview

The Accommodation Services Manager plays a hands-on leadership role, ensuring the successful delivery and quality of our accommodation services. The role involves managing general operations, overseeing logistics, maintaining budgetary control, managing a team and ensuring strong relationships with stakeholders

The Accommodation Services Manager role is primarily based out of our office in Cork City centre with active time spent outside of the office overseeing our accommodation locations in and around the city.

Key Responsibilities

1. Accommodation Management

- Hands-on management of our accommodation sites including regular inspections, planned upgrades and continuous improvement to conditions
- Source new suppliers/contractors as well as developing relations with current suppliers/contractors to schedule repairs, maintenance and upgrade of properties in the company's portfolio
- Oversight on quality of housekeeping, general standards and overall property conditions in a high turnover accommodation business

2. Customer Relations Oversight

- Serve as a point of contact for key partners, ensuring clear communication and maintaining strong relationships
- Collaborate with the Reservations team to align on expectations
- Monitor customer and partner feedback to inform decisions for service improvement
- Proactively handle escalated issues or concerns, ensuring a timely, appropriate and professional resolution for customers and other stakeholders

3. Team Management

- Allocate staff and resources effectively to support operational activities including rostering
- Lead recruitment, onboarding, training and ongoing management of the operations team including reservations, housekeeping and maintenance team members
- Provide continuous feedback, coaching and professional development opportunities for team members

4. Budget & Financial Oversight

- Work with the Finance Team to manage budget compliance and identify cost-efficiency opportunities
- Ensure transparent and accountable financial tracking for accommodation services operations

5. Operational Compliance

- Develop and maintain systems, procedures and documentation that support consistent, high-quality delivery of accommodation services
- Maintain updated HR documentation for team members
- Keep abreast of legal and compliance matters relating to our field
- Ensure legal, safety and compliance documentation is properly filed and accessible

6. Business Development

- Identify new opportunities to expand and develop our accommodation services offering
- Ensure operational readiness for new development through collaboration with internal teams and external stakeholders

Candidate Profile

Essential Criteria

- Bachelor's Degree in Business Administration, Property Management, or a related field
- Minimum of 5 years' experience in Operations Management in Property/Accommodation or a similar field
- Fluency in English – both verbal and written communication
- Proven ability to lead and motivate teams (5+ staff) in a dynamic and fast-paced environment
- Excellent communication and interpersonal skills, including cross-cultural communication
- Strong organizational, planning and problem-solving abilities
- Demonstrated experience managing budgets and optimizing cost-performance
- Proficiency in project and team management tools required
- Proficiency in Microsoft Office is required

Desirable

- Additional European languages (e.g., Spanish or Italian) are considered an advantage
- Familiarity with **digital tools such as Microsoft Sharepoint and Office, Trello and Slack** is desired; **training will be provided if needed**
- Previous experience working with international customers and colleagues

What We Offer

- 40,000 - 45,000 Euro annual gross salary
- A collaborative, mission-driven team culture
- Opportunities for personal and professional growth

How to Apply

Interested candidates are invited to submit their **CV and cover letter** outlining relevant experience and motivation for applying to Julia@eazycity.com no later than Monday 27th April 2026.

Start Date: Immediate availability preferred

EazyCity is an equal opportunity employer.

We value diversity and are committed to creating an inclusive environment for all employees.