



Guest Relations Coordinator

Nest Host Ltd

REPORTS TO	EMPLOYMENT TYPE	LOCATION	DEPARTMENT
General Manager	Full-time	Winnipeg, Manitoba	Operations

ABOUT NEST HOST

Nest Host Ltd is a Winnipeg-based corporate and furnished housing company. We provide fully furnished, move-in ready accommodations for insurance displacement, corporate relocation, film and television productions, aerospace and infrastructure crews, and new arrivals to Canada.

Our team pairs licensed real estate expertise with hospitality operations. We manage the entire stay, from sourcing and setup through check-in, housekeeping, and guest support, and we hold a 5-star service standard across every property in our portfolio.

We are growing, and we hire people who take ownership, communicate clearly, and treat every guest stay as a reflection of the company.

POSITION SUMMARY

The Guest Relations Coordinator is the first point of contact for every Nest Host guest and owns the guest experience from arrival through departure. This role manages check-in and check-out, guest communication, service recovery, and the flow of information and documentation between guests and the operations team.

Success in this role looks like fast response times, issues resolved before they escalate, and guests who would book with Nest Host again.

KEY RESPONSIBILITIES

Guest experience

- Serve as the first point of contact for guests before, during, and after their stay
- Manage check-in and check-out, including arrival instructions, key handover, and departure coordination

- Create and maintain welcome books, digital guides, and in-suite literature
- Update Emergency Property Sheets, services folders, and welcome literature as new properties come online
- Recommend and implement improvements to guest communication and the overall guest experience

Service recovery

- Respond to guest calls, emails, and messages promptly, including evenings and weekends as scheduled
- Take ownership of escalated situations, research the cause, and resolve them efficiently while ensuring guest satisfaction
- Field complaints with a calm, solutions-first approach, and escalate to the General Manager when appropriate
- Participate in the after-hours on-call rotation for guest emergencies

Coordination and administration

- Communicate daily with the operations team and managers regarding service recovery needs, special requests, and work orders
- Follow up on all requests and close out work orders in the system on a daily basis
- Maintain accurate guest records, documentation, and correspondence within the property management office
- Support the Account Manager with reporting and client updates

General

- Assist with training team members on guest service standards
- Other duties as assigned in support of company objectives

Duties and responsibilities are intended to be an accurate reflection of the main duties essential for this position. They are not designed to be an exhaustive list of all duties, tasks, and responsibilities.

QUALIFICATIONS

Required

- Two to three years of experience in property management, hotel, or corporate housing guest services
- Excellent customer service skills and a calm, professional manner under pressure
- Excellent writing, editing, and verbal communication skills
- Strong time management and organizational skills, with the ability to act independently and complete assignments with minimal direction
- Proficiency with Microsoft and Google workplace applications and general office equipment

- Availability to participate in an after-hours and weekend on-call rotation
- Valid Province of Manitoba driver's license with the appropriate class

Preferred

- Experience with property management or booking software and guest platforms such as Airbnb, Booking.com, or VRBO
- Background in hospitality, tourism, or front-of-house service
- Additional language skills

WORKING CONDITIONS

- Full-time position based in Winnipeg, Manitoba.
- Combination of office, on-site property, and field work.
- Must be prepared to travel locally between properties and to work outside normal business hours as business needs require.
- Occasional lifting and carrying of materials or supplies may be required.
- Participation in a scheduled after-hours and weekend on-call rotation is a requirement of this role.

HEALTH AND SAFETY

It is the responsibility of all associates to ensure that they follow all health and safety policies by:

- working in a safe manner
- reporting any unsafe conditions
- immediately reporting any associate injury or accident
- using personal protective equipment where required

HOW TO APPLY

Send your resume to cam@nesthost.ca with the position title in the subject line. A short note on why the role fits you is welcome, but not required.

Nest Host Ltd is an equal opportunity employer and welcomes applications from all qualified individuals. Accommodations are available on request for candidates taking part in any stage of the selection process.

We thank all applicants for their interest. Only those selected for an interview will be contacted.