Airbnb Virtual Assistant Job Description Template

Free template from HOSTassis. Replace everything in [brackets], delete what you don't need, and post.

Job title

Airbnb Virtual Assistant (Guest Communication & Operations), [part-time / full-time], Remote

About us

We host [number] short-term rentals in [city/area, country] on Airbnb [and Booking.com / Vrbo]. Our guests are mostly [families / couples / business travelers]. We care about fast replies, clean homes and 5-star stays.

The role in one sentence

You'll be the first point of contact for our guests and keep every stay running smoothly, from booking to checkout, working from clear checklists we'll give you.

What you'll do

Guests

- Reply to guest inquiries and messages on Airbnb [and other platforms]
- Send check-in instructions, house rules and checkout reminders on time
- Handle small issues (Wi-Fi, appliances, directions) and escalate anything urgent to us
- Ask for reviews and draft polite replies to reviews for our approval

Bookings & calendar

- Accept or decline booking requests using our screening checklist
- Keep calendars in sync and flag any double booking right away
- Update minimum stays and blocked dates as instructed

Cleaning & maintenance

- Schedule cleaners for every checkout and confirm they're on the way
- Check cleaner photos and our inspection checklist after each turnover
- Book handymen for small repairs and keep a simple maintenance log

Listing & reporting

- Update listing details, photo captions and amenities when things change
- Send a short weekly report: bookings, issues, reviews and to-dos

Hours & schedule

- About [X] hours per week
- Must be online [day(s)] from [time] to [time] [time zone]
- Urgent messages (lockouts, leaks, safety) answered within [15/30] minutes during your shift
- Weekend and holiday cover: [yes / no / rotating]

Tools you'll use

- Airbnb (as a co-host with limited permissions)
- [Booking.com extranet / Vrbo]
- [PMS, e.g. Guesty or Hostaway]
- [Pricing tool, e.g. PriceLabs]
- [WhatsApp / Slack], Google Sheets, Google Drive

How we'll measure success

- First reply to new guest messages within [1 hour] during your shift
- 100% of check-in messages sent on time
- Zero missed cleanings
- Overall listing rating at or above [4.8]

What you need

- Excellent written English (you'll write to guests every day)
- [1+ year] of Airbnb or hospitality experience [preferred / required]
- Reliable internet and a quiet place to work
- Calm under pressure and comfortable asking questions

Pay

[*X* –Y per hour / $X per month], paid [weekly / monthly] via [method]. Paid trial: [X hours] at the same rate.

How to apply

Send us:

1. A short note on your Airbnb or hospitality experience
2. Your available hours in [time zone]
3. Your reply to this guest message: *"Hi! We land at 11pm and the listing says check-in is from 3pm to 10pm. Can we still get in tonight?"*

Start your application with the word "[keyword]" so we know you read this far.

Bonus: short ad version (for job boards and social posts)

Airbnb Virtual Assistant, [part-time], remote

We host [number] short-term rentals in [city]. We need a VA to answer guests, send check-in details, book cleaners and keep our calendar tidy.

- About [X] hours/week, online [time–time] [time zone]
- Tools: Airbnb, [PMS], WhatsApp, Google Sheets
- Pay: [X –Y/hour], paid [weekly/monthly], paid trial
- Must have: strong written English, [1+ year] Airbnb/hospitality experience [preferred]

To apply, send your hours, a line about your experience, and your reply to: "We land at 11pm, can we still check in?"

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