



## OPERATIONS SUPPORT ASSOCIATE

経験者優遇/都内エリアの物件300室→3,000室獲得を目指す！

### Job Information

**Hiring Company**

inthehood, LLC

**Subsidiary**

in the Hood by Dash Living

**Job ID**

1545313

**Industry**

Real Estate Brokerage, Management

**Company Type**

Small/Medium Company (300 employees or less)

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards, Minato-ku

**Train Description**

Yamanote Line, Shinbashi Station

**Salary**

2.5 million yen ~ 3.5 million yen

**Work Hours**

9:30~18:30 (休憩時間: 60分)

**Holidays**

完全週休2日制 (土・日)、祝日、夏季休暇、年末年始休暇 等

**Refreshed**

June 24th, 2025 14:50

### General Requirements

**Minimum Experience Level**

Over 1 year

**Career Level**

Mid Career

**Minimum English Level**

Daily Conversation (Amount Used: English usage about 50%)

**Minimum Japanese Level**

Daily Conversation

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**ABOUT THE JOB**

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To empower “living” in a connected world!

Dash Living is Asia Pacific's new generation of rental solutions in Hong Kong, Singapore, Tokyo, and Sydney. We are creating a global accommodation community through sharing economies, tech, and unique tenant experiences, empowering discerning urban professionals to live and thrive in the most expensive cities in the world. Founded in 2014, venture capital backed by MindWorks Ventures, Grosvenor, Taronga Ventures, and more.

Come and join us if you want to be a Dasher and enjoy learning in a fast-paced environment!

#### **WHAT YOU'LL DO**

As an Operations Support Executive, you'll wear a few different hats to help keep our properties in top shape and ensure our residents enjoy a clean, safe, and welcoming environment.

Your key responsibilities will include:

##### Housekeeping Duties:

- Perform cleaning and turnover of guest rooms and common areas to Dash Living's quality standards
- Manage linen changeovers and restocking of amenities
- Conduct regular room quality checks. Report and log room conditions or damages

##### Runner Tasks:

- Deliver supplies, amenities, or urgent items to various units across Tokyo
- Support check-in preparations and last-minute guest needs
- Respond to urgent issues and emergencies to ensure minimal disruption to resident experience.
- Respond to guests after the calls and inquiries. Meet guests in person when necessary

##### Basic Maintenance & Technical Support

- Handle light repairs (e.g., changing light bulbs, fixing loose fixtures)
- Conduct property inspections and escalate issues requiring professional contractors
- Assist with basic maintenance checks/witness the maintenance with vendors (fire inspection, repair etc.)
- Liaise with vendors or building management when needed

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### Required Skills

#### **WHAT WE'RE LOOKING FOR**

- Experience in housekeeping, hospitality, or property management preferred
- Comfortable with physical tasks and a fast-paced environment
- Basic handyman/maintenance skills
- Ability to follow SOPs and work independently
- Valid working visa in Japan
- Valid Japan Drivers License
- Conversational Japanese; English or Chinese is a plus
- A can-do attitude and genuine interest in hospitality and customer satisfaction

#### **WHAT WE OFFER**

- A dynamic startup environment with career progression
- Experience in working with overseas teams
- Great platform to perform and learn for the best
- Share office environment with flexible working locations
- Bottomless artisanal coffee, tea and beer!

Personal Information Collection Statement-Applicants' personal information will be used for recruitment and employment matters only; information will be kept in strict confidence; information of unsuccessful applicants will be shredded after the recruitment process; subject to provisions under the Personal Data (Privacy) Ordinance, applicants have right to access and make corrections of their personal data.

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### Company Description