



Facility Assistant Manager

International Company

Job Information

Hiring Company

[inthehood, LLC](#)

Job ID

1563049

Industry

Other (Real Estate, Construction)

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Salary

3 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Refreshed

February 5th, 2026 15:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

ABOUT DASH LIVING

Dash Living is Asia Pacific's leading manager & operator of living sector assets in Hong Kong, Singapore, Japan and Australia. In 2025, Dash Living was acquired by Rava Partners, the real estate private equity arm under Hillhouse, further strengthening its growth trajectory and regional expansion plans.

With more than 2,000 rooms currently in our portfolio, Dash creates a global accommodation community through sharing economies, tech, and unique member experiences, empowering living in a connected world. Dash Living manages assets on behalf of renowned real estate investment managers such as BlackRock, Greystar, Schroders, PGIM Real Estate, Hines, and more.

WHAT YOU'LL DO

The Facility Assistant Manager oversees day-to-day operational functions across multiple properties, ensuring high-quality resident experiences, efficient vendor management, and ongoing property operations. This role leads a team handling cleaning, maintenance, pre-opening setup, vendor coordination, guest support, and administrative tasks, while liaising across internal departments and external partners.

Key Responsibilities:

1. Team Leadership & Coordination

- Supervise and mentor operational team members across cleaning, maintenance, guest support, and vendor management.
- Assign tasks, monitor performance, and provide guidance to ensure operational standards are met.
- Foster cross-functional collaboration with leasing, finance, and admin teams.

2. Vendor & Maintenance Management

- Act as the primary contact for maintenance and repair needs, liaising with contractors and vendors.
- Negotiate with multiple vendors, obtain quotations, and coordinate repairs with landlord approval.
- Identify and onboard new vendors to ensure scalable and high-quality services.
- Assist with inspections, basic maintenance checks, and emergency repairs.

3. Property Operations & Pre-Opening Support

- Oversee pre-opening activities including procurement, furniture delivery, setup, and checklist completion.
- Monitor utility setup and management (water, electricity, gas, internet) across properties.
- Ensure remote lock systems are configured, monitored, and maintained.
- Support operational setup of OTAs and Google Maps listings.

4. Cleaning & Quality Control

- Oversee daily and mid-stay cleaning schedules, verify cleaning updates, and maintain high cleaning standards.
- Review cleaning invoices, coordinate with finance, and resolve issues or guest complaints.
- Conduct regular room inspections and deep cleaning projects as needed.

5. Guest & Resident Support

- Respond to guest inquiries and after-hours calls; meet guests in-person when necessary.
- Coordinate with the CS team to promptly address building management events or emergencies.

6. Reporting & Compliance

- Submit required operational reports.
- Maintain accurate records for inspections, maintenance, and operational activities.

7. Continuous Improvement

- Identify operational inefficiencies and recommend process improvements.
- Support special projects or cross-department initiatives as required.

Required Skills

- Minimum 3–5 years in property management, operations, or facilities coordination, preferably in multi-unit residential or serviced apartment settings.
- Proven experience managing teams and vendors.
- Strong organizational, problem-solving, and multitasking skills.
- Business level Japanese and English.
- Proficiency in Microsoft Office, Google Workspace, and property management systems.
- Ability to respond quickly to emergencies and operational challenges.
- Key Competencies: Leadership & Team Development, Vendor Negotiation & Management, Operational Planning & Execution, Quality Control & Compliance, Customer Service Excellence and Analytical & Reporting Skills

Company Description