

Estate Office Manager/Associate Director  
Location: Burlingame/San Mateo, CA area

**PRIMARY DUTIES:** Primary responsibilities will include managing various property management projects – including home improvements, maintenance, and repairs, ensuring the smooth running of the estate office, performing administrative and property management tasks, and working closely with existing staff and contractors.

**PROPERTY MANAGEMENT:**

- Conduct regular property inspections and perform periodic maintenance tasks
- Schedule and work closely with various vendors and contractors for repairs and renovations
- Maintain a household vendor list. Build strong relationships with vendors and contractors
- Manage tenant relations, including addressing concerns and handling complaints
- Identify, Implement, and oversee property improvement projects
- Handle emergencies and coordinate emergency response
- Provide regular communication and updates to property owners and stakeholders

**ESTATE OFFICE:**

- Identify and oversee various estate office projects as needed. Plan project timeline, coordinate logistics, and report status constantly
- Maintain Google calendars (separate from professional calendars)
- Schedule personal appointments. Calendar items forwarded by estate office Manager
- Plan and coordinate estate activities and events
- Assist transportation when needed
- Dry cleaning, shopping, deliveries
- Shipping and tracking various packages; managing returns
- Prepare home for occasional events
- Light household chores

**QUALIFICATIONS:**

- Graduate of a 4-year college or University preferred
- Demonstrate excellent email etiquette, concise and accurate communications
- Excellent command of the English language, both written and spoken. Mandarin and Spanish speaking is a plus
- Highly organized, detail-oriented, and thorough. Able to multitask and prioritize well
- Objective-oriented, able to make logical decisions and propose practical solutions
- Able to track status and make progress across various projects at the same time
- Able to work legally in the United States, with a valid passport, driver's license, and clean driving record
- Able to work independently but takes instructions well from estate office manager
- Comfortable using smartphones, including texting, picture taking, and using various smartphone apps

- Personable and polite, with excellent people skills. Working in the hospitality industry or working for an estate office is a plus
- Vault-like ability to maintain confidentiality and be ultra-discreet
- Live locally (Palo Alto to South SF)

**MINDSET:**

- Proactively identifies and resolves problems. Brave to face and admit the truth. Makes thoughtful choices and changes to avoid mistakes or at least low-cost mistakes. High-cost or repeated mistakes will lead to disciplinary action
- Flexible and able to accommodate spontaneous changes to routines and plans. Do not complain or shy away from assigned work. Confronts difficulties bravely
- Positive attitude, team player, capable of working well with a vast array of high-quality vendors
- Takes feedback well and willing to learn from feedback
- Willingness to continue building skills through educational opportunities

How to Apply: apply via <https://www.surveymonkey.com/r/XelayAcumenJobs>

Questions: email [careers@xelayacumen.com](mailto:careers@xelayacumen.com)