



**Where:** Golf de Roses, Spain

**When:** 01.07.2021 until 31.08.2021

**Department:** Front Office Team Member

### **COMPANY OVERVIEW:**

ION CLUB with 35 years of experience is convinced of it - having fun on the water is about so much more than just practising watersports. We do our very best to offer a variety of watersports accessible to all our guests.

Although Windsurfing, Kitesurfing, Surfing, Stand Up paddling, Wingsurf/foil and biking all have their own appeal, they nevertheless have two things in common: action in the nature and never-ending fun.

We are proud of the fact that our team members come from so many different countries. The variety of cultures and characters creates a wide range of knowledges and a unique atmosphere.

### **SUMMARY:**

The Front Office Team member is responsible to represent the Company ION CLUB in the Destination. In addition, the Team member will solve customer issues for their overall satisfaction. You need to be a team player, communicative and well in organizing in planning the daily business at the Centre.

### **Responsibilities:**

- Completing tasks assigned by the manager accurately and efficiently
- organizing the daily school planning
- making sure that the Centre and Shop is clean and fulfil the ION CLUB Standards
- Resolving customer issues to their overall satisfaction
- Coordinating office activities and operations
- selling products and lessons actively
- responsible for b2b communication & information at the Centre, via mobile & email

- Support budgeting and bookkeeping procedures
- Keep stock of office supplies and place orders when necessary
- Organized and able to plan and manage complex logistical challenges

**Required Experience:**

- Working in a Water sport Centre minimum of 1+ years'
- Lesson planning and supervising staff
- Daily accounting
- Managing day-to-day logistics in a busy guest environment
- Dealing with guest complaints and feedback
- Driver's license
- Spoken languages English, Spanish +1 more is a plus

