



**HOME OF
SURFING ELEMENTS**

Front Office & Shop

Tarifa, Spain

01.04.2024- 31.10.2024

Job Overview

The Front Office and Shop team member is responsible for the reception and guidance of guests and making sure they have an amazing visit. Sales and organization in our Surf Shop. He/She is also expected to handle some administrative activities including receiving payments, answering email/phone and organizing documents. The main task will be to use their knowledge of company products and services to connect with consumers and generate sales.

Responsibilities and Duties

- Welcome and greet customers and inform them about Spot and Products
- Present and sell products or services to our customers
- Provide customer support by answering the phone and replying to emails in a timely manner
- Schedule daily lesson plan for Instructors with Customers
- Advice Customers, Present and sell products in our Surf Shop
- Refill the stock in the Shop
- Ensure that the Front Office area is clean, tidy and follows our CI guidelines
- Resolve customer complaints and strives to create a pleasant atmosphere
- Take payments and enter them into the daily accounting
- Operate Microsoft 365 as Word, Excel, Power Point, Outlook, Teams etc.

Qualifications

- Work experience in Reception and knowledge of the watersport business
- English & Spanish fluent in conversation and good in written is a must
- Superb written and verbal communication skills
- Excellent communication skills
- Planning and organizing abilities
- Exceptional interpersonal skills
- Ability to work with different groups of people
- Multitasking abilities
- Efficient time management skills
- Basic Skills in Microsoft 365 and Excel

What we offer

- Use of Equipment at the Centre
- If possible, having a session on the water daily during working hours
- Be part of an international company with 17 centres worldwide and the opportunity to work at them
- internal training
- Fix Salary + Commission remuneration do be discussed accordingly to the skills