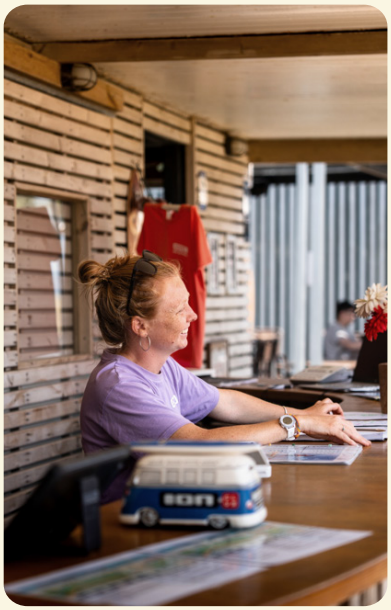
FRONT OFFICE





Be the first hello at ION CLUB Golf de Roses. Help guests book their time on the water, keep the lesson schedule moving and lend a hand in the surf shop.

What you bring

~ knowledge of kitesurfing, windsurfing or wingfoiling, and an interest in learning more about the sports you don't know

~ a friendly, positive approach and the ability to stay calm when several guests need you at once

~ confidence selling in more than one language and welcoming international guests

~ a flexible approach and a willingness to help across the centre

~ an interest in surf culture and fashion, and availability between May and September



TASKS

Check-in & customer care

~ welcome guests, check them in and show them around the centre

~ explain lesson and rental options, recommend what suits each guest and book it in the system

~ answer the centre phone and check reservations made online and on site through our internal system

~ take payments, check they match the bookings and help resolve guest requests or problems

Course scheduling

- help schedule windsurf, kitesurf and wingfoil lessons around reservations and walk-ins
- coordinate lesson times, skill levels and teaching languages with instructors
- check completed lesson hours against payments, offer extra hours where appropriate and collect outstanding balances
- attend or lead the daily planning meeting with instructors, adapt the plan based on feedback and upload the final schedule online for guests to check



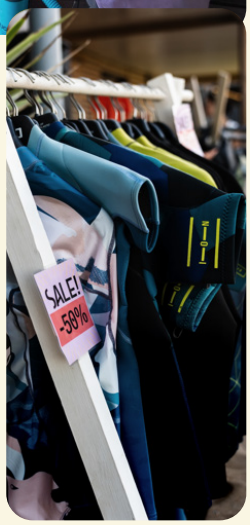
Support the front office manager

- help open the centre and shop each day and keep both tidy
- flag issues and complaints to the front office manager
- reconcile the day's takings with the front office manager

Surf shop

- help customers find what they need and recommend suitable products
- keep the shop clean, restock sold items and keep track of stock
- refresh displays and help balance shop sales at closing





PRACTICAL DETAILS



Accommodation

- rooms may be available in team apartments in nearby villages, 3–7 km from the centre
- rent is €200 per month. The €150 deposit is returned at the end of the season after the room passes inspection

Transport on site

- local transport is at your own expense. If you arrive by public transport, plan to have a bike for your commute
- rent or buy a bike in L'Escala (scalebikes.es), or buy one locally at Decathlon for around €130–€140

Use of ION CLUB equipment

~ ride our DUOTONE gear after work or on days off. Guests have priority

~ if you damage equipment, you cover the repair cost

What to bring

~ your own wetsuit and harness. We don't provide them. Bring a shorty for summer or a 3/2 full suit for spring and autumn

~ a waterproof watch. Every team member needs one





Teamwear

~ the teamwear set is valued at €200

~ at the end of the season, return it or buy the full set or individual items

~ we'll charge for lost items at the end of the season



PAY & PAPERWORK

Contract & social insurance

~ you'll have an official contract and be registered with Spanish Social Security

~ one fixed day off per week and a lunch break of around 30 minutes

~ usual hours are from 10h00 to 18h30, but days may run longer during busy periods

Base pay + commission

~ you receive a fixed base salary plus commission on lesson revenue after VAT

~ for example, a €100 lesson including 21% VAT gives a commission base of €82.64

NIE number

~ already have a Spanish NIE? Let us know. Otherwise, our bookkeeper will help arrange it when you arrive. It costs about €50

~ bring your original passport so we can arrange it





CAN'T WAIT TO START?

Send your application, CV and photos to

golfderoses@ion-club.net

ionclubgolfderoses.com