



RESORT CONCIERGE - MARBELLA AREA

This small, specialist agent offers hand-picked private villas, haciendas, and cortijos in Spain, working closely with our suppliers and guests to deliver a memorable stay. The Resort Concierge is pivotal in ensuring our luxury villa guests enjoy smooth and responsive service throughout their time with us.

This is a role for a Spain-based candidate who loves to get out and about and thrives in a fast-paced environment. You will have proven organisational skills, attention to detail and a good working knowledge of the Costa del Sol, with an emphasis on Marbella and surrounding areas.

You will be our guests' primary local contact in resort - working closely with villa staff and LVC Head Office. You will be responsible for ensuring the client's holiday is full of wonderful memories and a desire to come back soon! If problems arise, you will deal with these efficiently whilst always ensuring that guests feel reassured and listened-to.

This is a role for a sociable and outgoing person who enjoys being around people and has excellent communication skills. The ability to stay calm in a crisis and swiftly find solutions to problems is a must.

DUTIES INCLUDE (BUT ARE NOT LIMITED TO):

- Welcoming clients into villas, or visiting soon after arrival, as required
- Being available throughout a client's stay to offer assistance, for example:
 - Last-minute reservations for restaurants, beach clubs, activities
 - Liaising with chefs or other suppliers where needed
 - Sourcing items requested by clients, grocery and wine provisioning
 - Swiftly troubleshooting villa-related problems
 - Providing general local information on WhatsApp/phone/APP
- Ad-hoc pre-arrival visits to villas to check maintenance and cleanliness
- Working very closely with suppliers to ensure issues are addressed swiftly
- Supporting the Guest Experience and Reservations teams via email with pre-arrival arrangements for clients
- Helping with emergencies or unexpected events, providing written reports
- Daily reporting and written feedback to Head Office, use of CRM system and adhering to company handbook



- Providing the marketing team with social media-worthy photos and video clips taken in villas and venues
- Vetting new suppliers and writing sales copy, as required
- Loading and updating data into the CRM system
- Maintaining excellent product knowledge, able to assist other areas of business as needed

DESIRED SKILLS INCLUDE:

- Self-motivated, organised, and able to manage own time efficiently
- Excellent communicator with a strong command of written and spoken English
- Experience working with HNW clients and suppliers, requiring 100% discretion
- Adept at problem-solving, always seeing things through to completion
- Experience with Microsoft, CRM systems and using cloud software
- Spanish language skills are a bonus
- Finger on the pulse of hottest new openings, and a love for the culture and gastronomy of Spain
- Experience in travel and hospitality, or strong customer service background including complaints handling

THE CANDIDATE WILL NEED:

- Clean driving license and own vehicle
- Ability to work from home with own computer for admin and emails
- Based on the Costa del Sol

ADDITIONAL INFORMATION

Flexi-time, based on 37.5 hours per week to include weekend work during main season, with 1.5 days off together mid-week.

Initially the role will be seasonal, running from April to October with the possibility to extend into winter with admin work.

Salary commensurate with experience, to include performance-related bonuses and mileage allowance. Please include salary expectations and/or details of your most recent salary with your cover letter to lindsay@theluxuryvillacollection.com

WWW.THELUXURYVILLACOLLECTION.COM

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