



GUEST CONCIERGE - COSTA DEL SOL

The Luxury Villa Collection is a boutique travel agent offering hand-picked luxury villas, haciendas and private estates for self-catering rentals in Spain.

As part of our Guest Concierge team, your role 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 Malaga region, with an emphasis on Marbella/Benahavis/Estepona/Sotogrande.

You will be our guests' primary local contact, working closely with villa staff and reporting directly to the Guest Experience Manager.

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, always ensuring that guests feel reassured.

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

KEY RESORT CONCIERGE DUTIES

- Create daily itineraries and make bookings for experiences, with impeccable attention to detail
- Welcome clients into villas, or visit them soon after arrival, as required
- Maintain personal contact with clients before and during their stay to offer last-minute assistance, for example:
 - Reservations for restaurants, beach clubs and activities, chefs or other suppliers
 - Villa Provisioning and organising special requests
 - Swiftly troubleshooting villa-related problems
 - Providing general local information on WhatsApp/phone/APP
- Offer a dedicated extended concierge service to VIP clients

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Company 07937358



- Work closely with housekeepers and villa managers to ensure any villa issues are addressed swift, providing daily feedback to Head Office and keeping CRM system updated
- Capture photos and video clips for Social Media channels when visiting villas and favourite places
- Manage a high volume of emails and messages from guests
- Report back to head office about building works or other local issues affecting our villas, completing timely reports
- Make ad-hoc visits to villas to check general maintenance and cleanliness
- Assist with research and pre-season admin to prepare guest information for the coming season
- Attend the on-call mobile phone during agreed hours (dedicated phone number and handset provided)

REQUIRED SKILLS:

- Self-motivated, highly organised, and able to manage own time efficiently
- Excellent attention to detail and quick learner, showing lots of initiative
- Excellent written communication and numeracy
- Experience working with HNW clients, requiring 100% discretion
- Adept at problem-solving, always seeing things through to completion
- Experienced Gmail user, competent with Microsoft Word and Excel
- Experience with CRM systems and using cloud software for team collaboration
- Spanish language skills are a bonus
- Using social media to keep your finger on the pulse of hottest new openings
- A love for the culture and gastronomy of Spain
- Experience in travel and hospitality with a strong customer service background

THE CANDIDATE WILL NEED:

- Based on the Costa del Sol for all or part of the year
- Registered self-employed in Spain, or has right to work & address in UK
- Clean driving license and own vehicle
- Quiet space to work from home to take calls, attend to admin and emails

ADDITIONAL INFORMATION

This is mostly guest-facing from March to October, with the winter months being dedicated more to admin and office-based work with smaller numbers of guests.

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You must be available to work weekends during main season, with days off mid-week in exchange, as well as being available for agreed shifts over the Christmas period.

REMUNERATION

The weekly structure needs to be flexible to suit guest needs but we would expect the candidate to be invoicing from 20 hours, up to a full-time 40 hours per week as required.

Salary will be paid monthly on production of an invoice and timesheet.

A refreshment allowance is available to use on days when it is necessary to travel and work more than an hour away from home.

Mileage is paid for the use of your own car and you will be provided with a float for out-of-pocket expenses.

POTENTIAL FUTURE/ADDITIONAL SCOPE:

- Opportunity to learn the reservations system to support sales during the peak new year/Spring booking period
- Help with sourcing new Experiences during low season
- Work with the Marketing team on new social media campaigns to promote the sale of concierge services/experiences
- Assist with pre-season villa checks and troubleshooting
- Training/professional development to be undertaken as required to improve knowledge or expertise in any aspect of the role.
- Promotion to supervisory roles, or help set up new destinations as the company grows