

JOB OFFER

COMPANY

Marina Port Tarraco is a superyacht marina designed and equipped to offer a comfortable, safe and pleasant stay throughout the year. We offer 33 berths between 45 and 160 meters and a 24-hour security service. Our modern facilities provide absolute privacy, we have all the services and security protocols to ensure a warm welcome and personalized assistance to all vessels and their crew. A variety of specialized companies can provide services and supplies to the yachts.

CONCIERGE & YACHTING CUSTOMER CARE DEPARTMENT

We are currently seeking to cover a **permanent** position in this department.

Main responsibilities	Functions
Welcome & farewell	As first point of contact between the site and the customers (yacht crews), to receive them at arrival, facilitate all the relevant information (customer service guide, activities guide etc...), deliver control access cards and marina's manual. Help commercial department with the relation with the customers.
Customer Service	Helping the customers in all the needs the crews and subcontractors can have, such as providing medical attention, visas, management of sanitary certificates, accommodation, leisure offer in the area, transfers to the airport, transportation etc....
Event's organization	Managing events oriented to maintain the crews active in special dates or occasions, like parties at Halloween, Christmas, Eastern, crew BBQs etc....
Weekly newsletter	Produce a weekly newsletter distributed within the yachts in the marina in order to present the crews local offer and activities they can enjoy in Tarragona and area.
Information's update	Update all the information provided to the customers such as leisure offer, providers, guides, manuals, timetables etc....
Front desk support	Supports the reception desk position when necessary as lunch breaks and other situations.

CANDIDATE

We are looking for a motivated candidate with strong communication skills and **high level of English** who feels that can assume the main responsibilities and functions.

Please avoid sending the CV if you don't feel suitable for the position nor have the language.

CANDIDATURES

Address your CV's and presentation letters to:

officemanager@porttarraco.com

Attention of: Ms. Andrea Marquez