



## Job Description

### Head of Reception

#### About Star Surf Camps

Star Surf Camps started with one small surf camp in the summer of 2010 in Moliets in the Southwest of France. Over the last 10 years, we have opened more surf, Yoga and SUP camps in Spain and the Canary Islands.

For this summer, we are recruiting staff for two camp locations; Moliets, France and Oyambre, Spain. In both camps, guests experience the surf and yoga lifestyle whilst camping in our beloved tipi tents. Both locations accommodate guests in our standard shared tipis, as well as our upgraded tipis that provide that little extra comfort (e.g. electricity, light, bed frames). Moliets is our largest camp location, with the main camp (~150 guests) and the surf & yoga (deluxe) camps (~70 guests) located on separate plots on a camping site in the pine forest approx. 20 mins walk from the beach. Oyambre is our slightly smaller camp (~120 guests at peak) where our regular and deluxe guests come together in a shared social space. This camp is located on a camp site, 10 mins walking from the beach. Both camps offer lively entertainment throughout the week, incl. wine & cheese nights, day trips to other towns, and sporty activities.

#### About the Head of Reception Role

- Dates: **Moliets:** Mid May - End of September; **Oyambre:** Early June - late September (must be available for entire period)
- Minimum age: 24 years
- Languages: English + 1 other language (Spanish or French preferred for relative camps)
- EU drivers license essential: Yes
- Must be available to spend limited time prior to season getting in touch with his/her team.

#### Your Tasks & Responsibilities

You are in charge of our main administrative services, including managing and understanding the weekly booking information, allocating guests to tents, maximising our camp occupancy, and arranging guests' transfers to and from the camp. You are the person who makes the first and last impression on our guests, and throughout the week you and the receptionist will address any queries that guests may have. On a daily basis, you liaise with our central booking office, and you ensure that any changes to booking information is executed at camp (e.g. you ensure the head teamer gets a tent prepared for a last-minute arrival). You will also be in charge of a small team of staff that help you conduct these tasks, this includes a receptionist and transfer drivers.

Among your responsibilities are:

- Providing great customer service through being the friendly smile at reception, helping people with their queries, handling initial complaints, and being the brain behind the scenes organising the bookings.
- Running multiple reception shifts yourself, incl. the full check-outs & check-ins on Saturday, the Friday morning and evening shift, and the Sunday morning shift, and 3 reception shift throughout the week.
- Review, query and understand weekly guest arrival information (this includes arrivals & departures, transfer info, type of package and camp booked, dietary requirements, outstanding payments, etc.)
- Maximise camp occupancy by weekly allocating guests to tents as efficiently as possible whilst keeping customer experience at the forefront
- Account for all incoming cash through reception, e.g. by ensuring guests pay outstanding payments.
- Organise, manage and communicate weekly arrival and departure transfers, this includes gathering departure information from guests, creating efficient transfer schedules, and communicating transfer time & location to guests (either in person or via text message).
- Managing the use, cleanliness & quality of our transfer vehicles, and ensuring petrol is filled up.



- Manage a small team of staff, including 1 receptionist and the transfer drivers. You are in charge of making their schedules and creating a fun work atmosphere within your team.
- Review and adopt guest feedback in your weekly routines;
- Daily liaison with our central booking office, e.g. about booking related queries, last-minute bookings.
- When bookings change in the week, you liaise with relevant departments to ensure the camp is prepared for the change, e.g. Head Surf coach knows someone has added lessons; Head chef received updated guest numbers & diets; Head Teamer gets an extra tent prepared.
- Weekly budgeting & financial reporting of purchases made within your department (i.e. scan & enter receipts);
- Attend & contribute to weekly team and management meetings.

In this role, you are part of the key management team, and are expected to act with such level of responsibility and accountability. You report directly to the camp manager. In some of your responsibilities, other departments will support you, and successful operation of the camp is dependent on good collaboration across departments and managers. We are looking for a real team player! Also, although this description sets out your main tasks as head of Reception, camp life comes with many unexpected turns. This means your workload will fluctuate throughout the weeks, and there is a level of flexibility expected from the management team to work together and absorb additional tasks where needed.

Note; no experience with booking systems is required. All booking information is collated in weekly spread sheets. Full training will be provided at the beginning of the season.

#### Key characteristics & skills we are looking for:

**Hard-working, Good people skills, Organised, Good communicator, Friendly, Flexible, Accountable, Efficient, Responsible, Fun, Team-player, Eye for detail, Solution-oriented, Problem solver, Good computer & Excel skills**

#### Two Heads of Reception

- ▮ **Head of Reception Oyambre camp** - You are responsible for administrative services at our beautiful camp in Spain, which hosts approx. 120 guests/wk at peak.
- ▮ **Head of Reception Moliets** - You are responsible for administrative services at our camp in France, which hosts approx. 150 guests/wk in main and 70 guest/wk at peak in our Surf & yoga camp.

#### Among your benefits:

- √ Training prior to season start (in early-mid May – date tbc)
- √ Joining the surf camp activities (mostly for free); including our weekly wine & cheese nights, free use of the surf and yoga equipment, and joining the surf & yoga lessons when available.
- √ Private tent with mattress at the camp
- √ 5 dinners, 7 breakfasts, 7 picnic lunches per week
- √ 1 set day a week off



## YOUR APPLICATION

### Head of Reception

Does this job have your name written all over it? Then apply by emailing the following to [jobs@starsurfcamps.com](mailto:jobs@starsurfcamps.com)

1. A letter or video stating

- 1 Who are you & what role are you applying for?
- 2 What makes you the right candidate for the role?
- 3 Why should we pick you over anyone else?

2. Your CV

3. This application form filled in & saved under an easily identifiable file name.

Name:	Nationality:
Age:	Languages spoken:
Telephone:	Email:

Please [ X ] where appropriate.

- [ ] I have a drivers licence that enables me to drive a car in Europe.
- [ ] I am fluent in at least 2 languages (one of which is English).

I'd like to apply for (you can tick multiple options):

- [ ] Head of Reception Oyambre
- [ ] Head of Reception Moliets

Do you have a smartphone with mobile data to enable you to communicate in France/Spain? YES / NO  
*Please note; this is essential for the job, since high levels of communication with the team happen over WhatsApp.*

- Do you have a valid European driving license? YES / NO
- How many years have you been driving for? \_\_\_\_\_ years
- Do you have previous experience with transfers? YES / NO
- Do you have previous experience of driving in Europe? YES / NO

Do you use Social Media Channels to communicate with others? YES / NO

If YES, please specify:

- Facebook name: \_\_\_\_\_
- Instagram handle: \_\_\_\_\_
- Others (blogs, twitter, etc.) \_\_\_\_\_



In accordance with the job description, please give relevant experiences below that support your application as **Head of Reception**.

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Due to the amount of applications we receive, please understand that we are unable to respond to each applicant individually. Successful applicants will be contacted by one of our team. **We will likely start our recruitment from mid-January through to Mid March.**

Thank you & best of luck!  
Your Star Surf Camps Team