



Family Experience & Front Office Ambassador

Have you heard about Penguins?

We are Barcelona's leading swimming academy specialized in pregnant women, babies & kids.

Present in Barcelona for 10 years, we have 4 locations, are 100% kids & family friendly with chlorine-free pools and, what makes us so unique, an international team united by our passion for children & development. Our mission is to transmit our love for water and physical activity, in an exceptional aquatic environment.

Today we are looking to strengthen our team and are seeking our next Ambassador, the first smile every family sees: the **Family Experience & Front Office Ambassador**.

What you'll actually do

- **Be the face of Penguins:** welcome families, answer calls and messages, manage bookings and enrolments ;
- **Convert curiosity into commitment:** respond to enquiries with warmth and confidence, turning interested parents into enrolled students ;
- **Own the experience:** notice what's not working and fix it; our front desk is the heartbeat of the centre ;
- **Act as "One team":** help instructors, coordinate with managers, and keep the daily rhythm running smoothly.

Who you are

- **Warm and energetic by nature:** People genuinely enjoy talking to you; you smile because you mean it and it is contagious ;
- **Commercial minded:** You understand that a well-handled enquiry is an enrolment; you're not shy about recommending the right program ;

- **Comfortable in a dynamic family friendly environment:** You genuinely enjoy being around young children and their parents, kids running, the noise, the energy, the chaos, it's the best part of the day, not the hardest ;
- **Reliable and proactive:** You notice a parent looking lost and you move toward them, not away ;
- **International Communicator:** Able to write & hold conversation with fluency in Spanish / English and Catalan ;
- **Comfortable with digital tools:** You pick up new software quickly and don't freeze when something unexpected happens on screen ;
- **Available on some weekends:** Saturday and/or Sunday shifts are part of the role (always with 2 full rest days).

Nice to have

- Successful experience in customer-facing roles in environment where you've had to make people feel good & grow: sport, leisure, hospitality, childcare, education ;
- Any other language is a genuine plus given our international clients.

What joining Penguins looks like?

- A permanent contract ;
- Development plan & Career opportunities ;
- A team of 45 people who takes pride in what they do and in our Penguins DNA ;
- If you read this and thought "that sounds like me": we'd love to hear from you. Apply & tell us a little about yourself and why Penguins.

APPLY NOW!