

The ITSO Service Manager job is a full-time post and is made up of two halves

•**Staffing the office** 20 hours per week, being 'the face' of ITSO offering advice and information to timeshare owners **and** hosting the weekly TSO meetings.

- In return we provide a one bedroom apartment and an office at CLS free of charge.
- We pay a small retainer fee quarterly

•Authorisation is given to **manage the resales** of timeshare at Club La Santa in line with our policies and procedures .

- Income from that business belongs to the ITSO Service Manager.

The volume of sales may vary but for the past 7 years has been around 200 per year. 2020 and 2021 (covid years) this fell to circa 115 per year.

The busier this part of the job then the more time it will require. At present around 200 sales per year is average.

Desired qualifications

•Language

- English - written and spoken to a high level is required
- Danish - written and spoken is desirable
- Commitment to learn/improve Danish language skills is essential.
- Spanish - written and spoken is desirable

•IT skills

- Transactions are mostly electronic so a good knowledge of working with OneDrive, Word and Excel, and good general IT skills are essential.

•Personal skills

- Good interpersonal skills, tact and diplomacy, maintenance of good working relationship with Club La Santa management is essential.
- A good communicator with a clear understanding of levels of communication – with ITSO Board, CLS management and staff, timeshare owners, etc. (The eyes and ears of ITSO at Club La Santa.)
- Administration skills: Practical and structured - dealing with transfer of property so must comply with the process set and be committed to completing tasks efficiently
- A methodical and consistent approach to completing and filing documents

•Other

- Prior knowledge of ITSO and TSO rights, benefits, and privileges is desirable, but will be necessary to learn
- Resales business needs to be registered in Canary Islands for income, social security payments and IGIC.
- Public liability and professional indemnity insurances will be required.
- Induction, training, and support will be provided.

Please send cv and covering letter in English to Kaylee Bonja chair@uk.itsolasanta.com

Closing Date for Applications: 7th February 2025

Interviews will take place the week commencing 10th February 2025

Anticipated start date: 1st April 2025

Please send questions or queries to Kaylee Bonja chair@uk.itsolasanta.com