

[CDI] On-site Concierge (H/F/X) / CDD / Val-d'Isère

Le Collectionist .

MISSIONS

Founded in 2014, Le Collectionist is the European leader in tailor-made luxury travel, bringing together spectacular homes with exceptional services and experiences, creating unforgettable holiday experiences for groups and families who believe holidays should be unique, lively, and shared.

Our portfolio spans over 50 iconic destinations - from coastlines and countryside escapes to snow-covered peaks and vibrant city streets. Every home is handpicked for its character, beauty, story, then paired with expertly selected services to create the perfect setting for every kind of gathering. It's a different way to travel: smoother, more intimate, and above all, freeing ?

With expert concierges supported by dedicated local teams, we take care of every detail - from thoughtful services for everyday comforts to fully bespoke, once-in-a-lifetime adventures rooted in local culture and tradition. Whether it's arranging a private chef or nanny, securing a vintage car, or privatising a museum, we bring your holiday vision to life.

This position is a 43h contract per week - to be filled for a duration of 5 months, starting from November 2026.

? Rôle :

As an On-Site Concierge within the Resort Management team, you will play a key role in managing and assisting our clients on-site with requests related to both concierge services and properties. You will welcome our international clientele across various rented properties, while upholding Le Collectionist brand standards. Working closely with the Pre-Arrival Concierge team, you will help strengthen our network of local partners in order to offer the highest quality services and experiences to our guests. You will manage several stays simultaneously.

?Responsibilities:

Pre-stay preparation

- Conduct pre-visits to the properties where guests are expected.
- Collaborate with the Pre-Arrival Concierge team to gather all necessary information for stay preparation.
- Update property information in internal tools.
- Complete requested shopping and personalise the properties (gifts, amenities) to prepare for guest arrival.
- Contact guests prior to arrival to confirm arrival time and finalise last details.

Guest welcome and stay management

- Welcome guests in accordance with Le Collectionist standards, ensuring the chalet is ready and in perfect condition.
- Present the chalet, highlight its specific features, and guide guests through available tools, the house, and its surroundings.
- Remain available for any concierge requests, service modifications, or assistance throughout the stay.
- Manage and process guest payments when necessary.
- Be responsive and able to solve any issue that may occur in the property during the stay.

Check-out and end-of-stay follow-up

- Ensure a smooth check-out by inspecting the property in the presence of guests and documenting any identified damage with precision.
- Handle invoicing and payment tracking in coordination with the Pre-Arrival Concierge team.
- Prepare and validate the accounts for additional services sold during the stay, with support from the Pre-Arrival team.

Administration and payment management

- Invoice and process client payments in collaboration with the Pre-Arrival team.
- Document thoroughly any observations related to the property's condition after guest departure.

?? Working Hours and Specific Requirements: *Our on-site presence and industry standards require working on Saturdays and Sundays (hotel-industry model), particularly during the high season. Work is organized on a rotating basis with the rest of the on-site team, and overtime hours can be taken as time off in lieu.*

INFORMATIONS COMPLÉMENTAIRES

Synthèse de l'annonce

Annonceur

Le Collectionist .

Type de contrat

CDI

Salaire

Cf. texte de l'annonce

Télétravail

En présentiel

Lieu de travail

Val-d'Isère

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