



## **CUSTOMERS RELATIONS AND OPERATIONS COORDINATOR - INTERNSHIP**

### **In short**

As a customers relations and operations coordinator, you'll play an important role in the Operation team. You'll be responsible to manage the registration platform, including the customer service, communication with the participants, and many more. The customers coordinator plays a crucial role in the success of the events. You'll work collaboratively with the event organizers, volunteers and stakeholders to ensure that the event runs smoothly. Your role is crucial to the company's success, and your contributions will be highly valued.

### **WHAT THE VERBIER E-BIKE FESTIVAL**

The Verbier E-Bike Festival (VEBF) team team is comprised of 10-15 young and passionate staff based near Lausanne, Switzerland. This team is organizing the Verbier E-Bike Festival which has been launched in august 2019 with the aim to become the largest European E-MTB festival. It's a mass event, accessible to everyone - from 7 to 77 - who want to discover and ride an E-Bike in the most attractive formats: bikes tests, discovery tours, adventure races, kids race, ... The whole industry of e-MTB is represented and is participating in the 4 days of E-bike Tests, animations, and sportive challenges.

The work environment is dynamic and occasionally disorganized but encourages proactivity and the sharing of new ideas regardless of position or background, all with a focus on the big picture in which everyone plays a crucial role. Micro- management and hierarchy are not part of our vocabulary, and the status quo gives us nightmares. Telework and flexible work arrangements are promoted, though physical teamwork is also emphasized as necessary for success.

### **Meet the Team**

The operation team plays a crucial role in planning, organizing, and executing successful events. Their primary responsibility is to ensure that all aspects of the event run smoothly and efficiently, from the initial planning stages to the final execution.

If you're looking for an environment where ideas (not always the smartest) are flying around, and where you can participate in international projects with a real impact, then this opportunity

is for you! If you enjoy challenging the status quo and hearing "We've always done it this way" makes you jump out of your skin, even better!

The Verbier E-Bike Festival Operation team is composed of passionate and hardworking individuals from different cultures and backgrounds who work together towards a common vision. Expect a hard-working team that enjoys the after-bike.

## **CONTRACT – Customers Relations and Operations Coordinator**

We are seeking an intern, whose mission will be to assist the Verbier E-Bike Festival Operations Team in various area (see details below), taking part in the following missions, split in 3 phases : before / during / after the event.

This position requires a multi-skills profile as tasks to be done are various.

### **YOUR MISSIONS :**

#### **1. CUSTOMER SERVICE :**

##### **Pre-event**

- Registration platform:
  - Management of the registration platform
  - Bikes fleet and stock management
  - Follow up of the registration statistics per day / activity / events
  - Coordination on the various promotional codes
  - Revenues reconciliation for each payment canal
- Participants communication:
  - Collect relevant information and creation of the information emails
  - Emailing planning according to participants criteria
- Customer service:
  - Follow up on customer's requests
  - Management of the info e-mail address
  - Management of the live chat

##### **On-event**

- Verbier :
  - Coordination of one of the welcome desk
  - Management and training of the welcome desk volunteers

##### **Post-event**

- Creation of the thank you e-mail and survey for participants

- Reporting on participants' survey
- Reporting on participants' numbers per event (per day, per activity, per option,..)
- Debriefing

## **2. VOLUNTEERS**

- Assist with the volunteers recruitment for Verbier E-Bike Festival
- Onsite event volunteer care and management onsite

## **3. MERCHANDISING**

- Quotes & Order for VEBF products (t-shirts, caps)
- FWT merchandise management (webshop + stand preparation at VEBF)

### **Personal Profile and mindset**

- Student/Graduate or University Degree in Business or Sports / Project Management
- Fluent in **French & English** (both spoken and written).
- Experiences at events (ideally on an international basis) are an asset
- Open-minded, diplomatic, rigorous and pro-active
- Remains composed under pressure
- Able to work well in a small team, meaning to take responsibility and be autonomous & flexible
- Interest / understandings in Outdoor Sports in a plus
- Willing to work intensively, ever but especially during the last month before the event
- Recognizes and accepts that during events the demands can be 24x7
- Valid driving licence

### **Compensation**

- Base salary: CHF 1000.- /month
- Flexible working schedule
- Travel and phone costs covered
- Work in a unique, entrepreneurial and creative environment where everyone makes a real difference.

**Duration:**

- from 15<sup>th</sup> May 2024 to August 31<sup>st</sup> 2024

Apply through this link: <https://survey.freerideworldtour.com/jobs>

Application deadline: 5<sup>th</sup> January 2024