



MERCHANDISING & OPERATIONS COORDINATOR - INTERNSHIP

Department: Operations

Reports To: Merchandising & Operations Senior Manager

IN SHORT

As a **Merchandising & Operations Coordinator**, you play a key role within the Operations team, managing the distribution and sales of merchandise across events and channels. You oversee stock (planning, tracking, distribution), monitor sales performance, and contribute to sales strategies and activations to maximize revenue and brand impact. From production to onsite sales, you ensure everything runs smoothly, making merchandising a strong driver of both business and brand visibility.

ABOUT THE FWT

The Freeride World Tour organises the most demanding skiing and snowboarding competitions in the world, from the Bec des Rosses in Verbier to the spines of Haines, Alaska. The Tour is home to the Xtreme Verbier, founded in 1996, and to the FIS Freeride World Championships, which crowned its first champions in Andorra in February 2026.

Based near Lausanne, our team of 25 runs 6 Pro stops, 9 Challenger events, 120+ Qualifier events, and 180+ Junior events each season across five continents. Beyond the core team, the FWT family stretches to 120 people, including athletes, partners, media, judges, and broadcast production crew, moving from venue to venue from January to April.

Fast-paced, international, sometimes slightly chaotic. We work in the mountains with some of the most inspiring people in the sport. Working with FWT is a life-changing experience: you'll grow, both personally and professionally, and you won't forget the people you meet along the way.

MEET THE OPERATIONS TEAM

The Operations team is at the core of every successful event, ensuring everything runs smoothly from planning to execution. We're a group of driven, hands-on people from diverse backgrounds who thrive in action, love problem-solving, and don't take ourselves too seriously. Expect a hard-working team that enjoys the après-ski.

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!

YOUR MISSIONS

E-COMMERCE & CRM

- Update and optimize the Webshop (Homepage & Visuals, products & descriptions, etc.)
- Manage order processing and coordinate shipments (Student management)
- Assist with customer service (emails, returns, refunds)
- Contribute to improving the overall online experience

RETAIL & ONSITE OPERATIONS

- Support the management of the FWT Shop and booth in Verbier
 - Staff recruitment, training & general coordination
 - Back-office management
 - Help ensure smooth daily operations
- Assist with setup, merchandising, and customer experience
- Manage side events (concept and organization)

EVENTS & SALES ACTIVATIONS

- Manage general merchandising on events: Give-Aways & Pop-ups (Baqueira, Val Thorens, Fieberbrunn, Verbier)
- Help prepare logistics ahead of events (material, stock splits, follow-up files, etc.)
- Foodtrucks and F&B management for events in Verbier

STOCK & LOGISTICS

- Stock management & optimization
 - Stock app
 - Follow-ups
 - Stock flow coordination across sales channels
- Material management

MARKETING & PROJECTS

- Support sales campaigns and activations (Product launches, Sales coordination)

- Assist with photoshoots
- Contribute to various cross-functional projects
 - Products creation
 - Volunteers gifts creation

YOUR STORY

- Student/Graduate Degree in Business or Sport Management
- Various work experiences at events (international exposure is a plus)
- Good Microsoft Office and Adobe Suite skills (Excel, Photoshop, Illustrator)
- Comfortable with digital tools and e-commerce platforms (Shopify or similar)
- Fluent in English & French (spoken and written)
- Interest in Events & Winter Sports. Retail or outdoor/lifestyle is a plus
- Organized, proactive, autonomous, with special attention to detail
- Remains composed under pressure
- Valid Comfortable with the realities of event work, including intense periods and flexible hours (sometimes 24/7 during events)

WHAT WE OFFER

- Base salary: CHF 1400.- / month.
- Free ski wear and equipment (depending on availability).
- Flexible work schedule and homeworking
- Travel and phone costs are covered.
- Work in a unique, entrepreneurial, and creative environment where everyone makes a real difference.

Duration: September 21, 2026 - April 30, 2027

Apply through this link: <https://www.freerideworldtour.com/jobs-internships/>