

Operations Trainee

Do you absolutely love **mountains**? Are you an **exelent planner** with superior organizational skills? Do you have an **excellent attention to details and love to execute ideas**? Do you speak **German and English**?

If you answer yes to all these questions, then join us!

Primarily, this role will closely work together with the team to ensure our services run smoothly.

There is also the opportunity to create copy & design for creatives. Not the primary focus of this role and not a requirement, but we are open to a high degree of collaborative work, so this position will have a degree of creativity as well.

A person in this role is comfortable in an “all hands-on deck” environment, loves big challenges, solving problems, is positive and is able to thrive in a startup culture.

Why us?

Our mission is focused around the people and the product: develop the most unique and exclusive Mountain Experiences with local communities, creating a positive impact for the overall industry while working with great people with different cultural backgrounds and expertise. We are building a professional, friendly and people-oriented company with a broad and deep understanding of the world-wide mountain industry.

What you'll do

- Manage our pool of Guides and Ski Instructors: availabilities, booking, contracts, etc.
- Manage the bookings of our Tours: Hotel, Restaurants, sights, etc.
- Generate itineraries for clients.
- Negotiation of prices with our providers.
- Create and upload offers for our clients.
- Admin tasks (e.g., paying invoices, etc.)
- Handle Customer Request and Customer Support (all channels: e.g. phone, email, social media, chat etc.).
- Being reachable during weekends and holidays to handle emergencies.

What you'll need

- Autonomous and extremely organized.
- Attention to details.
- Proactive provide solutions to continuously optimise processes and how things are done.
- Natural Problem solver.
- Nothing is possible attitude.
- Experience in Tourism (Tour Operators, Agencies, etc.).
- Helpful / positive presence.
- Experience working with the WordPress platform is a plus.
- Strong organizational, analytical, and communication skills to translate problems into recommendations, insights, and functional production plans.
- Must be authorized to work in Switzerland.
- Strong written and verbal communication skills.
- German and excellent English. Other languages would be considered as a plus.
- If you are a skier or hiker will be considered a plus.

Our offer

- Contract for 1 year. Possibly working every day for 4 hours.
- Location: Lucerne, with the possibility to partially work remotely.
- Be part of an exciting adventure and an interdisciplinary team with highly motivated people.
- Possibility to grow within the company.
- Salary: 2,300CHF Brutto. Possible part time 50%, 60% or 80%.

If you are ready to take over this challenge, send your CV and motivation letter to careers@my-mountains.com

Incorporate somewhere in the motivation letter also the My-Mountains logo.

We look forward to receiving your application.

