

Operations Trainee 100%

Do you absolutely love **mountains**? Are you an **excellent 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 your answers are yes, then join us!

As an Operations Trainee, your role will involve assisting our customers in exploring Switzerland by collaborating with our team to find, allocate, and manage budget-friendly and high-quality travel experiences for our clients.

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 Travel 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 travel 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, filing, etc.)
- Handle simple Customer Request and Customer Support via phone or email.
- 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.



- Natural Problem solver.
- Nothing is impossible attitude.
- Experience in Tourism or studied Tourism subjects.
- Helpful / positive presence.
- Strong organizational, analytical, and communication skills to translate problems into recommendations, insights, and functional production plans.
- 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.

To qualify for this position, candidates should either be Swiss citizens or possess the legal authorization to reside and work in Switzerland.

Our offer

- Contract for 1 year, 100% position starting preferably no later than January.
- Location: Lucerne, with the possibility to partially work remotely one or two days a week.
- Be part of an exciting adventure and an interdisciplinary team with highly motivated people.
- At the end of the contract possibility to convert to a full-time job and grow within the company.
- Salary: 27,600 – 35,000CHF / year.

Working at My-Mountains & Benefits

- Opportunity to work in a small and friendly environment where everyone makes the difference.
- Opportunity to grow fast in a small and positive environment.
- Complete reimbursement of the SBB 'half-tax' travel pass, which includes comprehensive coverage of nationwide public transportation.
- Access to discounted hotel bookings.
- Access to our Pilatus company seasonal Pass.
- Seasonal office events.
- Opportunity to join our day and multi day trips.

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

We look forward to receiving your application.

More about us: <https://my-mountains.ch>

