

Travel Operations Manager 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 a Travel Operations Manager, 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 be creative. Not the primary focus of this role, but we are open to a degree of collaborative work.

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

Why My-Mountains?

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 Tour Guides and Ski Instructors: availabilities, booking, contracts, etc.
- Manage the bookings of our Travel Experiences: Hotel, Restaurants, sights, etc.
- Generate itineraries for clients.
- Negotiation of prices with our suppliers.
- Create and upload offers for our clients.
- Admin tasks (e.g. paying invoices, filing, etc.)
- Handle Customer Requests and Customer Support via phone or email.
- Working on shifts to cover weekends and holidays.

What you'll need

- Autonomous and highly organized.
- Attention to details.
- Proactively provide solutions to optimise and streamline processes.



- Natural Problem solver.
- Nothing is impossible attitude.
- 3 to 5 years' experience in Tourism.
- Helpful / positive presence.
- Strong organizational, analytical, and communication skills to translate problems into solutions and functional 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 duration: unlimited 100% position starting as soon as possible.
- Location: Lucerne, with the possibility to partially work remotely.
- Be part of an exciting adventure and an interdisciplinary team with highly motivated people.
- Salary: competitive depending on candidate background and experience.

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 and Rigi 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>