



BRAND MANAGEMENT & OPERATIONS INTERN

“Everybody rides happy” is our mission at Lymo, the Geneva-based Swiss start-up offering the first ethical and 100% legal ride hailing marketplace. Lymo is a transparent matchmaker that offers a win-win solution for both drivers and riders.

On Lymo, the independent professional drivers are free to choose their price and every detail about the service they offer without any constraints. Riders compare their ride options and choose directly their driver based on their preference and the details of the ride (price, speed, car model and year, quality of service). Drivers can maximize their revenues as Lymo takes no commission and as they are able to manage their business in the way they wish.

Lymo proudly holds the confirmation from cantonal & federal authorities, that its application is fully legal (labor, transportation, and privacy laws) and has now entered a new and exciting phase of development. Lymo will be relaunching in Geneva in September followed by a national and international expansion in the coming year. Here is a chance for you to be part of it!

We are looking for a Brand Management & Operations Intern, reporting directly to the General Manager.

Duration of the internship: 6 months – starting mid-August 2020

Key Responsibilities

1) Operational support:

- Assist the General Manager in the daily business operations.
- Team support in the implementation of the marketing plan & commercial strategy.
- Development of business development tools & materials.

2) Customer support:

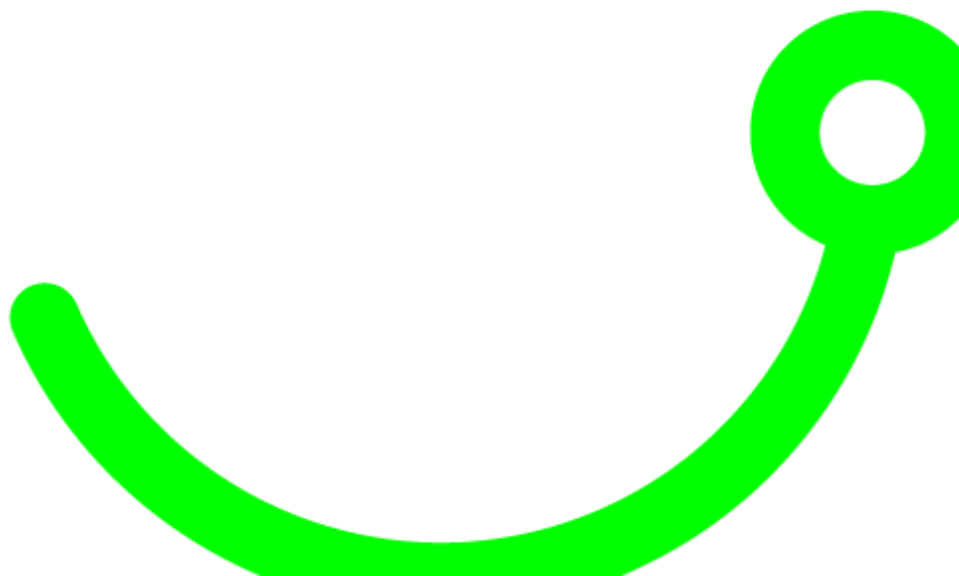
- Handle all incoming messages from users (emails, social media, phone calls).
- Direct communication with users for all incoming requests.
- Assist and guide users in the solving their technical issues.
- Liaison with the technical team to follow up technical issues.

3) Product development:

- Classification and prioritization of the technical issues.
- Internal follow-up on technical improvements (bug & enhancements tracking).
- Bug tracking and follow-up with tech team

4) Operational reporting:

- Creation of weekly reports of key performance indicator to be shared with Management team





Your profile

- A bachelor's degree in management, administration, marketing, or a related field.
- Good technical skills: understanding of the functioning of our app, being able to communicate in an efficient way with the tech team.
- Strong communication skills: clean writing & oral communication in French and English. German is a big plus.
- Team-player with a proactive mindset.
- An optimistic & resilient person, at ease in a fast changing & dynamic environment; flexible and adapting quickly to new needs.
- Autonomous prioritization according to business priorities.
- Living the Lymo values: Integrity, Transparency, Courage, Kindness and Humility.

