

The IRONMAN Group operates a global portfolio of events that includes the IRONMAN® Triathlon Series, the IRONMAN® 70.3® Triathlon Series, 5150™ Triathlon Series, the Rock 'n' Roll Marathon Series®, IRONKIDS®, ITU World Triathlon Series, premier running events including the Standard Chartered Singapore Marathon™ and The Sun-Herald City2Surf® presented by Westpac, Ultra-Trail® World Tour events including Tarawera Ultra and Ultra-Trail Australia™, mountain bike races including the Absa Cape Epic®, road cycling events, and other multisport races. The IRONMAN Group is the largest operator of mass participation sports in the world and provides more than a million participants annually the benefits of endurance sports through the company's vast offerings. Since the inception of the iconic IRONMAN® brand and its first event in 1978, athletes have proven that ANYTHING IS POSSIBLE® by crossing finish lines around the world. Beginning as a single race, The IRONMAN Group has grown to become a global sensation with more than 235 events across 55+ countries. The IRONMAN Group is owned by Advance ([www.advance.com](http://www.advance.com)), a private, family-owned business. For more information, visit [www.ironman.com](http://www.ironman.com).

For the **Haute Route & Gravel Epic brands (Lausanne area, Switzerland)** owned by the IRONMAN Group, we are actively looking for a highly motivated, fluent French and English speaking **Accommodation Assistant** for a 6-month internship from March to September 2022.

## Internship Position (m/f/d): Haute Route Accommodation Assistant

### Key Responsibilities

The Accommodation Assistant is the main point of contact for accommodation co-ordination and enquiries across our Haute Route European events. Ideal candidates will be highly organized with great negotiation and relationship management skills, and have a real passion for a career in customer service/hospitality/logistics as evidenced in academic studies, experience or interests.

- Manage relations with hotels
- Support the Accommodation Coordinator as necessary
- Day-to-day liaison with our hotels
- Assist with production of rooming lists
- Conduct research of all accommodation locations/venues
- Assist the team regarding accommodation booking & pricing strategies – negotiate preferential rates, conditions and cancellation policies
- Collation of accommodation data and preparation of accommodation reports
- Manage relations with participants:
  - Be the main point of communication with participants for all accommodation related matters (change of accommodation, questions etc.)
  - General office and administrative support
- Support on events:
  - Be the main point of communication with participants for all accommodation related matters at the info point

- Assist in visiting every hotel to ensure that all bookings are similar to the agreement previously signed and finalize operational details
- Help in producing an on-site accommodation bible for the Participant Relations team
- Manage other reasonable tasks as and when required

The Haute Route Project Accommodation Assistant will be working across the following events:

- Haute Route Alpe d'Huez 2022
- Haute Route Pyrenees 2022
- Haute Route Alps 2022
- Haute Route Dolomites 2022
- Haute Route Davos 2022
- Possibly other events

## Skills and competencies

Skills and Abilities (Functional technical competencies):

- Must be proficient in MS Excel and Google's collaborative environment
- Excellent "customer centric" state of mind
- Ability to write and give compelling presentations
- Ability and willingness to work various hours including evenings and weekends
- Flexible and adaptable approach, with a willingness to support out of hours work and international travel due to the global nature of the role
- Full driving license
- A native French and a fluent English preferred
- Italian a plus

Qualifications and Experience (Years of experience & background required):

- Bachelor's degree or equivalent in Business or Tourism
- Prior experience in hospitality group management a preference

Character and Personal Qualities:

- Demonstrate our Haute Route values of Passion for Client Service, Innovation, Expertise, Balance, Respect for All, Teamwork, and Initiative
- A collaborative and energetic team player with strong influencing skills
- Detail orientated, with structured, organized, methodical planning skills
- Flexible and adaptable to change
- Self-Starting, conscientious and uses initiative
- Happy to multi-task in a fast-paced environment
- Drive and commitment to the role and the organization
- Able to demonstrate a knowledge and passion for the brand and cycling
- Enjoys working hard; is action oriented and full of energy for things he/she sees as challenging

Travel Required:

- 10% travel required (Both international and domestic)

## What we offer

- As an employee of The IRONMAN Group you can expect to work with an ambitious and sport orientated company. You will work with a team in an international environment. Our focus is the organization of high-class sport events.
- Internship duration: 6 months, from 21<sup>st</sup> of March 2022 to the end of September 2022
- Monthly allowance: 800 CHF (gross – before any deductions are taken for state and federal taxes, insurance, etc.)
- Holidays: 10 working days for a 6-months internship.
- Benefits: Haute Route Group sponsor the full cost of a half card CFF card. The card entitles you to a 50% discount on all Swiss public transport (to qualify for a CFF card you must be living in Switzerland).
- Office hours are between 9.00am and 6.00pm. During busy periods you may be expected to work evenings and weekends.
- Travel, accommodation and subsistence are covered for approved business travel, in line with current policies.

Are you interested?

To apply, please send your applications with CV/resume and motivation letter (detailing your project and availability, confirm your nationality/work permit status) to the following address:

[careers-ch@hauteroute-group.com](mailto:careers-ch@hauteroute-group.com)