

Junior Operations Executive Intern (m/f/d)

at FREE NOW
Milan

Internship - Junior Operations Executive

As of now we're looking for a motivated Operations Executive Intern (m/f/d). You will be part of our small Operations team in our office in Milan.

Our Operations team in Italy deals with all matters regarding Driver Operations, Driver Registration, and Support. We're looking for someone who can ideally stay with us for a 1-year internship with the strong possibility of joining the team permanently after the internship!

Key responsibilities

- Drive the Operations department in the process of driver acquisition, registration and training
- Face to face interaction and explanation of user interface to the drivers
- Monitoring of driver activities and reporting qualitative and quantitative results
- Guarantee a high level of service to both our driver and passenger
- Contribute to the coordination, research, organisation and execution of Operations department activities or promotions

Requirements

- Have excellent face-to-face and phone communication skills
- Excellent time management, organisational and analytical skills
- Self-motivated and strong desire for new challenges within a fast growing company
- Enthusiasm, innovative and entrepreneurial spirit
- Passionate of internet and mobile applications
- G Suite knowledge: mainly Google Sheets and Google Slides
- Fluent level in Italian
- Advanced level of English (oral and written)

Diversity and inclusion:

At FREE NOW, we commit to being an equal opportunity employer. We consider qualified applicants regardless of race, religion, national origin, gender, gender identity, sexual orientation, disability or age. We celebrate diversity and have a clear vision: to be the place where a diverse mix of talented people want to come, stay and do their best work. Together with passionate, creative and collaborative colleagues, we are following our purpose of making mobility available for everyone.

Move like you

At FREE NOW we have colleagues from over 65 nations! We value open communication and welcome everyone as they are. We are all one team and follow the same goals – that's why we share our insights and results to get on track together every month.

Your **wellness and work-life balance** matters to us. We offer trust-based and flexible working hours as well as the option to work from home. In the office, you can enjoy our free drinks and daily fresh fruit. Do you like to be active? Take part in our subsidized gym membership. Bigger plans? Take a sabbatical leave and get out there!

Let's grow together! We believe in a transparent career growth plan, quarterly development sessions with your team lead as well as regular 1:1s to help you thrive! For your own ideas, you're welcome to set up initiatives and projects.

Need a lift? Check out our language classes and internal peer-to-peer trainings.

More Benefits? 🖐️ Monthly budget for FREE NOW rides, quarterly team events, relocation assistance for internationals, birthday-off, kudos and many more!

About FREE NOW:

The FREE NOW Group is the multi service mobility joint venture from Daimler and BMW. It consists of the services FREE NOW (9 European markets), Beat (5 Latin American markets and 1 European market), Kapten (3 European markets) and hive (3 European markets). Summed up, those services currently attract 41 million users in 17 markets and more than 150 cities. This makes the FREE NOW Group the biggest ride hailing provider in Europe and the fastest-growing in Latin America. In total, more than 2.200 employees in around 35 offices work for the services of the FREE NOW Group, which is led by CEO Marc Berg.

https://boards.greenhouse.io/freenow/jobs/3124917?gh_src=79e8219d1us