



www.thecarehub.ro

Title: OPS & Community Support Intern

Type: two months full-time internship, unpaid

Reports to: COO

Location: Timișoara

Accommodation: you have the option of free accommodation just outside Timisoara (5-min drive to the office or 15-min bike ride) but we understand if you'd like to live in the city.

About us

The Care Hub (TCH) is an ambitious tech start-up based in Timisoara. TCH delivers people-care services in a safe, timely and reliable manner. We aim to connect people of all ages in need of care (children, elderly people, people with disabilities) with recently retired people in need of meaningful activity and an additional income using a mobile application.

Our mission is to increase users' quality of life and increase social inclusion of recently retired people.

Our core team includes

- Mona, our founder, whose passion for helping the elderly combines with 10+ years of strategy consulting experience in the Middle East, Africa and Eastern Europe to produce a unique drive and clarity of direction
- Despina, our COO, who brings the social entrepreneurial spirit from her 5+ years with NESsT (www.nesst.org) and her personal charm and discipline to create order
- Emanuel, our app dev guru, who's gathered an impressive number of achievements at a very young age (he's mid-way through his 1st year as a university student) – his recent participation in the finals of Zero Robotics being just the latest.

Through a combination of personal and EU funds (awarded Start-up Nation funding in 2017), we're covered for the first 3 years of operations.

About the role

We aim to create a strong community based on trust, quality and responsiveness as core features of our service experience. We strongly believe in providing the highest quality service executed in the most efficient way. We are looking for an **OPS & Community Support Intern** to respond to all inquiries in a reliable, timely and safely manner and establish trust for our suppliers, clients and users. Community Support is pioneering how TCH manages its suppliers and handles booking challenges that might appear in this innovative solution we bring to the market. This will be an important role in our small team with focus on booking management, people management, building new procedures,

community support and process continuous improvement. Those interested should be eager to demonstrate these skills and to express their creativity and initiative.

Why work with us

- Building a start-up is challenging (we surely know that) but every member of the team (including you) is encouraged to be part of finding solutions and implement them. You will be exposed to various start-up dilemmas and you will get to see the big picture beyond your own role. You will interact with the whole team, professionals with various background and experience and you might even get to engage in other areas if you'd like to.
- You will have a high level of autonomy and you will be encouraged and supported to put your creative ideas into practice.
- If that doesn't convince you, we must tell you what a great and inspiring office we (will) have (we're currently renovating it). Our office was designed by an architecture student as part of a Design Competition we have organized recently ([here](#) are the three finalists) and we share it with two other teams leading high impact initiatives: [Asociatia Ceva de Spus](#) (here is one of their great event, [ROVINHUD Wine Show](#)) and Asociatia De Partea Ta. You can find out more about advocacy for people with various (dis)abilities, learn how to appreciate good wine or even get a few tips on cooking healthy meals 😊

What you will do

- Provide support to OPS team on booking management
- Provide outstanding and timely support to our community through multiple platforms (email, chat, phone, app)
- Propose and create procedures for community support in a newly established company with high potential of growth and impact ensuring high quality service and first-class reputation
- Be a passionate advocate for all suppliers and answer any questions that come our way
- Listen thoughtfully to the voice of TCH's community (suppliers, paying clients and users) and provide feedback to the rest of the team

Who will you be working with

- You will be working directly with our COO but also interact daily with the rest of the team

What we are looking for

- Available for minimum eight to twelve (8-12) straight weeks, starting from June-July until the first week of September
- **Great communication skills:** You build trust with users, clients and suppliers. You have a way with words and you easily express your thoughts in written emails or in phone conversations complying with THC's vision and code of ethics. You must have advanced ability to understand the audience that you are addressing and find the right way to communicate with each target audience. You charm and persuade your audience accordingly. Flawless Romanian language skills (both oral and written) is mandatory.
- **Authentic empathy:** You are passionate about customer experience, and instantly build relationships with all types of audience by being empathetic, acknowledging the situation, and displaying a genuine willingness to help.
- **Problem solving skills:** Not all customer issues are straightforward. We'd expect you to be passionate about putting the customer first and finding right solutions no matter how challenging the situation. This involves great amount of research to make sure we see the whole picture and find the most efficient solution.
- **Passionate about start-ups:** You enjoy working with a small growing team in a high pace of work and an environment where all answers are not readily available but encourages you to be a part of finding solutions and implement them.
- You have excellent organizational skills, integrity, and great follow-through on tasks.
- A bachelor's degree or ongoing studies in business, economics, finance or any science- related fields.
- Good command of English language is mandatory

To apply:

- Send an email with a short letter of intent and your CV at recrutare@thecarehub.ro. You can write us in Romanian or English, whatever you prefer.