

Are you a Trail Runner with Operational and Customer Service (B2C&B2B) Experiences?

TRAILME – Operational & Customer Service Manager

TRAILME is the #1 app & platform that provides real-time information during a trail running event. We strive to enhance trail running experiences and connect the trail running community with technology. www.trailme.com.hk

Key tasks

- Improve the overall IT TRAILME platform to increase operational efficiency and user experience
- Find optimizations in the user journey and experience and improve our customer services
- Manage incoming customer requests and support the event managers during the events.
- Create & provide TRAILME information, learning and tutorial material to end and business users
- Operate and improve our B2C customer database and direct user communication
- Support organizers to monitor participants and maintain correct racer data
- Analyze and document B2C customer growth

Outcomes

- High customer (B2C&B2B) satisfaction and best user journey with TRAILME

Responsibilities

- Delivery of high service quality and customer experiences (to racers, fans and organizers)

Knowledge

- Customer service management, experiences, and user journey
- Service and quality management
- Basic pre-sales & marketing principles

Competencies

- Being systematic and structured
- Capable to establish routines, checklists and standard procedures
- Good in following up and achieving goals by given timelines
- Self-driven and curious

Experiences

- Customer centric work, like in hospitality or retail
- Worked in a high dynamic, fast pace (startup) environment
- Passionate about trail running with event participations



IT-Skills

- Office365 & TEAMS / Adobe Photoshop /
- MailChimp and Mandrill
- Hubspot
- Tableau
- Use of Content Management System, e.g Drupal

The extra mile in outdoor

- Onsite support of our events for the participants and organizers

Other requirements

- HK permanent resident!
- High proficiency in English (speaking and writing)
- High proficiency in Cantonese (speaking and writing) – must have !
- Flexible work arrangements – partly on weekends for outdoor events

Key benefits

- Engage in a high innovative IoT product development
- Bring your passion for outdoor sport to your workplace
- Learn from Senior Executives to run a startup
- Mentorship for your career
- Sponsored event participations
- Flexible office, WFH and outdoor workplace and time arrangements

Contract

- Permanent / Full-time

Salary

- 15-20k - monthly / plus MPF

For further information, see

- www.trailme.com.hk
- <https://youtu.be/WKh1ocav4HE>
- <https://www.linkedin.com/in/rainer-duespohl-cio/> (since August 2019 uHey Limited, Founder & CEO))

Candidates

- Submit your resume
- Explain your motivation why you apply for TRAILME
- What is the commitment you will bring with you?
- Interview
- Proof of trail running experience

Contact: careers@uhey.com.hk

