

## Switzerland for UNHCR hires a Chalet Assistant for Christmas Market

**Contract Type:** Temporary position – Total hours : 130 hours

**Place of work:** Geneva

**Mission dates:** 04.12.2023 – 25.12.2023

### About Switzerland for UNHCR, the Swiss Foundation for UNHCR

UNHCR, the United Nations Refugee Agency, is a global organization dedicated to saving lives, protecting the rights of refugees and building a better future for the millions of people forced to flee their homes.

Since 1950, UNHCR has responded to multiple crises on different continents and has provided vital assistance to refugees, asylum-seekers, internally displaced and stateless people, many of whom have nowhere else to turn. Its work was aimed at ensuring their rights, protection and assistance, preserving their dignity and well-being.

The Swiss Foundation for UNHCR, **Switzerland for UNHCR (CH4U)**, is the UN Refugee Agency's national partner for Switzerland. We support UNHCR's mission by mobilizing essential resources and raising awareness on behalf of those who are forced to flee.

To allow UNHCR to protect forcibly displaced populations, the Foundation needs the support of the Swiss people. Every Franc donated is spent in a responsible and transparent manner, and donations are tax exempt.

Switzerland for UNHCR also carries out awareness and advocacy initiatives to draw the general public's attention to the challenges faced by people forced to flee around the world, and to what UNHCR does to protect them.

**The Foundation is currently looking for a Chalet Assistant to support the Chalet Coordinator in the operation of our chalet at the Christmas market in Geneva.**

### ROLE

This position reports and is under the responsibility of the Chalet Coordinator.

The Chalet Assistant will play a crucial role in ensuring the smooth functioning of the chalet and delivering an outstanding experience to our customer.

### MAIN RESPONSIBILITIES

#### ***Scope of the Assignment***

The Chalet Assistant will take the following responsibilities:

#### **1. Support Chalet Operations:**

- Assist with opening up and closing the chalet as per the market schedule.
- Ensure the chalet is clean, organized, and well-maintained throughout the operating hours.
- Help with stock management, including restocking shelves and maintaining an attractive display.
- Assist in chalet set-up (display / decoration) and dismantling (break-down and cleaning) at the beginning and end of the market period.

## **2. Customer Service:**

- Greet and engage with customers, providing information about products, as well as information about MADE51 and UNHCR.
- Assist in handling customer inquiries, resolving issues, and ensuring customer satisfaction.
- Collaborate with the Chalet Coordinator to create a warm and welcoming atmosphere.

## **3. Sales Support:**

- Assist with sales transactions, including handling payments.
- Keep track of sales and stock levels, reporting to the Chalet Coordinator as needed.
- Offer creative input on visual merchandising and product placement.

## **4. Teamwork:**

- Collaborate effectively with the Chalet Coordinator and other staff and volunteers.
- Be ready to fill in for team members when necessary, ensuring smooth operations at all times.

## **PROFILE**

### **Key competencies**

- A positive attitude and enthusiasm for customer service.
- Good communication skills and the ability to work well in a team.
- Punctuality and reliability, especially during the busy holiday season.
- Basic knowledge of retail operations and cash handling.
- Fluency in French and English
- Knowledge, interest and a strong commitment for the work and mission of UNHCR and the refugee cause

Interested candidates can send their cover letter and CV to the Swiss Foundation by email to [hr@unrefugees.ch](mailto:hr@unrefugees.ch), **until 21 November, 2023**, mentioning the reference: Chalet Assistant. Please note, applications are reviewed on a rolling basis so please consider submitting ahead of the deadline.

**Only selected candidates will be contacted.** The Foundation is an equal opportunity employer and proud to make diversity a strength.