

Switzerland for UNHCR hires a Chalet Coordinator for Christmas Market

Contract Type: Temporary position. Total hours : 200 hours

Place of work: Geneva

Mission dates: as soon as possible – 26.12.2023

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 an experienced and dedicated Chalet Coordinator to oversee and staff a chalet at the upcoming Christmas market in Geneva.

ROLE

This position reports and is under the responsibility of CH4U's Communications Officer with dotted line to Made51 team.

The selected individual will be responsible for a range of tasks, including stock management, customer service, sales, and managing other staff and volunteers. We're seeking a proactive individual that can contribute to the festive atmosphere and help create memorable experiences for our customers.

MAIN RESPONSIBILITIES

Scope of the Assignment

The Chalet Coordinator will take the following responsibilities:

1. Chalet Set-up and dismantling

- Working in coordination with the MADE51 team and CH4U, manage the planning and oversight of production of communications pieces for the Chalet (signs, banners, print materials)
- Working in coordination with the MADE51 team and PI Shop, coordinate the sourcing of display materials for the Chalet as well as any necessary sales materials
- Plan and execute the set-up of the chalet: coordinate with market organizers to ensure alignment with regulations for set-up, including managing delivery of all furnishings, display materials and stock to the chalet.
- Ensure chalet display is finished and products are stocked in time for opening
- Plan and execute the dismantling of the chalet decorations, in alignment with Christmas Market regulations, including break-down of displays, packing all materials & remaining stock, and ensuring delivery of all items to defined storage areas (in alignment with MADE51 and PI Shop teams).
- Set-up of market may require going to an existing storage unit in Geneva to inventory existing display and sales materials, identify items that can be re-used, and coordinate for their pick-up and return. There may be organizational tasks required related to inventory of items in this storage unit.
- Manage a budget (provided by the MADE51 team) for the abovementioned activities (procurement of displays, print materials, deliveries etc.)

2. Stock Management:

- Coordinate the receipt and inventory of stock.
- Ensure the chalet is well-stocked and presentable at all times.
- Implement effective stock control measures to prevent shortages and overages.

3. Manning the Chalet:

- Support the recruitment of volunteers for the MADE51+ CH4U space. Schedule and organize briefings for volunteers.
- Create a staff schedule to manage shifts effectively and ensure coverage during market hours.
- Cover own chalet shifts (expected to be every day of the week during the market period (6 December – 24 December). Train, supervise, and motivate support staff and volunteers.
- Monitor chalet operations to maintain a smooth and efficient workflow.
- Manage the opening and closing of the chalet as per assigned market schedule.

4. Customer Service:

- Learn about CH4U, MADE51 and UNHCR and be able to convey the mission and work to visitors to the Christmas market.
- Provide exceptional customer service, addressing inquiries, and resolving issues promptly.
- Create a welcoming and festive atmosphere within the chalet.
- Collect and analyze customer feedback to make improvements as needed.

5. Sales:

- Ensure point of sale system is updated with all SKUs (Stock Keeping Units) & reflects accurate stock levels.
- Handle POS (Point of Sale) transactions while staffing the stand.
- Ensure POS system is maintained.
- Restock the items and comms materials in the chalet as needed

6. Reporting:

- Provide daily and weekly reports on stock levels, sales, and customer feedback.
- Communicate with the market organizers and provide updates as required.

- Communicate on regular basis with CH4U, MADE51 and PI Shop team.

PROFILE

Key competencies

- Successful previous experience in retail, market, or event management.
- Strong organizational and leadership skills.
- Excellent communication and customer service skills.
- Proficiency in stock management and inventory control.
- Ability to work under pressure and meet sales targets.
- Knowledge of holiday and Christmas market operations is a plus.
- Ability to communicate with customers in French, and in 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, **until November 15th, 2023**, mentioning the reference: Chalet Coordinator. 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.