

Strategic Operations Intern Fall 2024

Description

About Super.com We started Super.com to help maximize lives—both the lives of our customers and the lives of our employees—so that everyone can experience all that life has to offer. For our employees, our promise is that Super.com is more than just a job; it's an opportunity to unlock one's potential, where learning is celebrated and impact is realized. We are more than a fast-paced, high-growth tech company; we care about our people and take career progression seriously. This is your career and our aim is to supercharge it through the people, the work, and the programs that fuel who we are.

About the Role We are looking for a Strategic Operations Intern to join our growing Operations team for the Winter 2024 term (January – December). You will put your theoretical knowledge and education to the test as you support our Operations team in tackling several critical operational challenges/projects across the org. Our Operations team is responsible for ensuring that millions of users around the world have a delightful experience booking their travel with Super, whether it be through streamlining processes, handling escalated customer experience issues, investigating new value-add partnerships or ensuring that our users are able to book the best possible hotel rates.

Challenges You'll Solve New Processes: you will help to ideate, pilot, test and roll-out new processes both internally and externally. These improvements will help us to improve our customer service processes.

Customer support: you will help make recommendations to the team to improve customer support. This could include identifying opportunities for improvement within our Customer Experience teams, digging into anomalies and outliers, etc.

Operational Excellence: as we scale and grow >30% QoQ, you will spend the summer helping us to drive operational excellence across all teams. This could mean supporting leaders with reporting and presentations, supporting rigorous and accurate documentation of processes/procedures, etc.

About You You are in college or university, pursuing an education in Business, Commerce or a similar field.

You have a customer-centric mindset with a deep understanding of customer lifecycle management.

You are versatile and flexible, with experience working in a fast-moving environment where you had to juggle multiple priorities simultaneously.

You are a high-performer, and seek to be the best in all that you do. You double-check your work and numbers, you have a rigorous approach to research and a bias for action. We've got you covered.

Compensation: we pay our Interns top-of-market \$300 One-time home office set up allowance \$25/Week UberEats allowance on Fridays \$300/Term Learning and Development allowance \$120/ Term Fitness/Wellness allowance.

Top Talent: work with the best in the world, including Engineers and Leadership from Google, Facebook, Wish, YouTube, Uber and more.

Build Something Great: most importantly, build a product used by millions around the world – have ownership, have impact, and do great work.

We Believe in Equal Opportunity We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. Accommodations are available on request for candidates taking part in all aspects of the selection process. If needed, please notify our Talent Acquisition Partner.

Please mention the word **ASPIRE** and tag RMzUuMjQ1LjExOS4yNDA= when applying to show you read the job post completely (#RMzUuMjQ1LjExOS4yNDA=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)

Hiring organization

Super.com

Job Location

Toronto

Base Salary

\$ 95000 - \$ 135000

Date posted

May 9, 2024

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