

Bookings Reservations Internship | Uniplaces

About the Company

Uniplaces is building a trusted, global brand for students. We believe in empowering student mobility and we have started by making the process of finding accommodation easier. We're solving real life pains and we're backed by top tier investors such as Atomico, Octopus Investments, Shilling Capital Partners and Caixa Capital to help us achieve this better and faster.

We are an internationally minded company with an extremely talented team and global ambitions. Our decisions are driven by our core values of Passion, Impact, Trust and Team Spirit - with which we aim at having a company where everyone feels accountable and empowered to achieve their full potential.

About the Operations Team

Every day, more than 5000 nights are booked by students from 175 nationalities in 33 different cities on uniplaces.com. Our Operations team that embraces 14 nationalities and works across 6 different languages, ensures that every interaction with customers is focused in improving the student and landlord experience, so that room search becomes as easy as buying a flight ticket.

What can you expect from this experience?

A lot of your day will be spent dealing with requests and inquiries from students from all over the world who are going to study in another country, as well as supporting them in finding their new home abroad. To be able to thrive in a startup environment, you have to be the type of person who feels comfortable going up to someone and communicating face to face, over the phone or in writing, and you get a thrill out of creative problem-solving!

In this role, your mission is:

- Support students throughout their booking experience by helping and inspiring them to find the right place for them on Uniplaces;
- Liaise with other teams to come up with solutions, and to identify and escalate priority issues in order to avoid customer and operational impact;
- Find a place for students who had their original booking cancelled;
- Communicate with landlords to review their availabilities in order to support the entire booking process;
- Be supportive and helpful to students around the world, and prepare them for the best time of their life;
- Understand seasonal trends and work within them to ensure maximum occupancy;
- Write daily reports on your activity and be accountable for your contribution to the team's effort.

What is the profile we are looking for?

- Very fluent in spoken/written English and/or: French, German, Hungarian, Italian, Portuguese, Polish, Spanish;



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- International-minded and able to cope with spending some time working alongside talented people from 16 different nationalities;
- Available to relocate to Lisbon;
- A mix between an easy-going-communicative-proactive-dynamic-funky-positive person who is not afraid to jump into this amazing environment!
- We also expect you to be flexible and have an eagerness to learn, since it's the greatest recipe to thrive in a startup environment.

Join us and access the same cool perks that any Uniplacer has access to:

- Personal allowance;
- Meal vouchers;
- Variable commissions plan;
- Fresh fruit;
- Free hot drinks;
- Massages;
- In-house gym, and much more.

Apply here: <https://careers.uniplaces.com/o/bookings-interns>