



Internship Opportunity

Hardtofind – Customer Support

Ascham Old Girl and current parent Eri Stewart is CEO of Hardtofind. Hardtofind is Australia's leading, award-winning premium gift marketplace, celebrating fun, innovative design from the best small creative businesses in Australia and all over the world. It provides 'Stop, look and 'where did you get that?' pieces, made by talented people who love what they do. The site brings together an expertly-sourced global community of designers and artisans with discerning consumers looking for something different – and creating a much more personal maker-to-customer shopping experience.

Details

Location: Suite 1.19, 100 Collins Street, Alexandria

Type of Internship: Either full time and/or part-time during university summer vacation

Commitment: 4-8 hours per week (flexible)

Website: <https://www.hardtofind.com.au/>

Responsibilities:

Hardtofind is looking for an intern to supporting the customer support team over the busy Christmas period. The key responsibility will be to respond to customer queries, with the help of the support team, ensuring that Hardtofind shoppers have a great experience!

The intern will learn how the customer support side of an e-commerce business works from the ground up. They will gain an understanding of the various functions of the business, including logistics, returns/refunds, product queries etc.

Skills and Attributes

No experience is required. The intern should:

- Be a good communicator – strong English / written skills
- Open to learning new skills

- Focused / hard-working
- Good at English and grammar
- Have a positive, can-do attitude
- Be friendly

Application process

Please prepare a resume as well as a covering letter stipulating your interest in the above internship and your suitability for this role.

Submit your application in a Word or PDF format to Skye Barry, Ascham Community Relations Manager, via email at community@ascham.nsw.edu.au

The resume should include:

- Any relevant work experience
- A minimum of two references (employment references are preferred but not essential)
- Contact details
- Availability for the role in 2021/2022

Shortlisted candidates will be contacted by the host company.

Remuneration, timing and 2021 commencement date for the internship will be negotiated directly between the successful candidate and host company. Please note the internship is first and foremost a learning experience. The benefits of the opportunity afforded to the intern will be considered in the remuneration.

Applications close 5pm, Friday 13 August 2021