



Home of Fair Trade Enterprises

Consultancy Offer with MADE51

Chalet Coordinator for Christmas Market (Geneva-based position)

Contract: Consultancy contract (Temporary position for a month until December 2024)

Location: Geneva, Switzerland

Application deadline: 18th November 2024. Candidacies will be assessed on a rolling basis.

Consultancy Period: 23rd November 2024 – 27th December 2024

Remuneration: 27 CHF (hourly rate)

Background

The World Fair Trade Organization is the global network of organisations representing the Fair-Trade supply chain. Membership in WFTO provides Fair Trade organisations with credibility and identity by way of an international guaranteed system, a place of learning where members connect with like-minded people from around the world, tools and training to increase market access, and a common voice that speaks out for Fair Trade and trade justice - and is heard.

WFTO is UNHCR's main implementing partner on MADE51 and supports UNHCR to carry out and accomplish activities related to including refugee artisans in the global value chain and ensuring their products reach the market through the MADE51 marketing platform.

MADE51 - Market Access, Design and Empowerment for Refugee Artisans – is a global, collaborative initiative designed to connect refugee artisans with markets. By modernizing traditional skills, building business acumen, partnering with social enterprises, and linking with retail brands and buyers, UNHCR and its MADE51 partners will be able to connect refugee-made artisanal products with international markets where they are in demand.

The Fair Trade for Refugee Artisans project seeks to support the development of UNHCR's flagship global artisan initiative, MADE51, by ensuring that refugee artisans are working according to Fair Trade standards (fair wage payments, decent working conditions, environmental concern, etc.) and that their supporting local social enterprises are export-ready and have the capacity to connect refugee-made crafts with markets where they are in demand.

The World Fair Trade Organization will support this through implementation of the Ethical Compliance Assessment (MADE51 Pathway), technical assistance missions and remote support, and through market access opportunities.



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Assignment

WFTO and MADE51 seek an experienced and dedicated Chalet Coordinator to oversee and staff a chalet at the upcoming Christmas market in Geneva from 23rd November to 9th December 2024.

The selected individual will be responsible for various tasks, including stock management, customer service, sales, and support in managing other staff and volunteers. We seek a proactive individual who can contribute to the festive atmosphere and help create memorable experiences for our customers.

Assignment Details

Stock Management

- Coordinate the reception and inventory of stock.
- Ensure the chalet is always well-stocked and presentable.
- Implement effective stock control measures to prevent shortages and overages.

Managing the Chalet

- Support the recruitment of volunteers along with the MADE51 team. Schedule and organize briefings for volunteers.
- Support the effective management of staff schedules and shifts and ensure coverage during market hours. Monitor chalet operations to maintain a smooth and efficient workflow.
- Cover your chalet shifts during the market period (23 November – 9 December).
- Manage the opening and closing of the chalet as per the assigned market schedule.

Customer Service

- Learn about 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.

Sales

- Periodic stocktaking to make sure stock levels align with the quantities on Point of Sales (POS)
- Handle Point of Sales (POS) transactions while staffing the stand.
- Ensure the Point of Sales (POS) system is maintained.
- Restock the items and comms materials in the chalet as needed.

Chalet dismantling

- Working in coordination with the MADE51 team
- 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, ensuring delivery of all items to defined storage areas and ensure existing display and sales materials are returned to the storage unit (in alignment with MADE51).
- Coordinate other organizational tasks required related to inventory of items in this storage unit.

Reporting:

- Provide daily and weekly briefing on stock levels, sales, and customer feedback.



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- Communicate with the market organizers and provide updates as required.
- Communicate on a regular basis with the MADE51 team.
- Send daily turnover of the chalet to the event organizer.

Professional Background and key skills and competencies

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 English.
- Knowledge, interest and a strong commitment to the work and mission of WFTO, MADE51 and the refugee cause
- Strong alignment with the values and mission of MADE51 and UNHCR.

Application and Deadline

Interested candidates can send their cover letter and CV by email to made51@wfto.com, **until November 21th, 2024**, mentioning the reference: **Chalet Coordinator**. Please note, applications are reviewed on a rolling basis.

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

Selection of the consultant will proceed on a rolling basis until securing the desirable candidate for the position.

* Due to privacy requirements and regulations, all CVs and application letters will be deleted within 3 months of the application.