

Supply Chain Assistant / Intern

i-surance

Berlin

About us

i-surance is a young and fast-growing provider of mobile device insurance programs (smartphones, tablets, etc.). We partner with telecom operators and retailers to provide their customers with a superior value proposition. We source mobile devices globally at spot market prices (either new or refurbished), manage and optimize repair and refurbishment processes for speed. We are currently expanding our service across the European market.

Since our foundation in 2012 in Zurich, we have become market leader in core segments and are rapidly scaling across Europe. Our operations are based in 2 European hubs, in Berlin and in Barcelona, complemented by sales offices in Zurich, Paris, and soon also Amsterdam, Vienna and Milan.

We're looking for a young talent with high quality standards who takes responsibility to perform deep-dive analyses of program performance, drive performance of our claim fulfilment processes and ensure correct and transparent accountings with our distribution and insurance partners. You will have the chance to take part of the rapid and dynamic development of a young company with start-up culture.

On any given day, you'll be doing one or all of these things

- Orchestrate our partners and manage claim fulfilment processes resulting in a best-in-class customer experience concerning speed and comfort
- Analyze partner performance of partners and processes looking for improvement options
- Drive results by identifying and implementing process improvements
- Adapt processes to increase fulfilment quality, speed and costs
- Investigate into innovative solutions making our offer better every day
- Work on optimal market entry strategies in terms of fulfilment network
- Team-up with colleagues from other functions and other offices to implement new insurance programs into our operations

Desired skills and experiences

- Entrepreneurial spirit and interest to actively contribute to the firm's growth
- Innovative mind, never satisfied with the status quo and eager to challenge it
- Strong analytical and quantitative skills, like to work with numbers
- Strong Excel skills and experience; good skills in preparing PowerPoint presentations
- Multi-tasking capability
- Excellent language capabilities in French
- Excellent communication skills in English, German or other languages are a plus
- Diplomatic attitude to find always the best solution for all parties

Why join us

i-surance is a B2B2C InsurTech company like no other. Due to the exponential success of our modern and disruptive business model we now boast two operations offices in the startup hubs Berlin and Barcelona and a further two sales offices in the European finance capitals Zurich and Paris. We'll soon extend into Amsterdam, Vienna, Lisbon and Milan!

How did we do it? Innovation.

We're disrupting the traditional insurance market two-fold. First and foremost: our offers are transparent and valuable to the clients of our distribution partners. Secondly, we leverage emerging tech to serve our fast-paced digital world. Nobody wants antiquated and boring. Not me, not you, not your clients.

Our philosophy? Innovative, Simple, Digital.

Diverse companies are joining our vision every day. The big retailers of mobile phones, mobile operators, electronics, glasses, cyber security, etc. are amongst those making the switch - We've already earned the title of market leader in mobile, hearing aid and car tire insurances in several countries! What's more, we serve 2M end users in 15 European countries, manage an insurance premium volume of around € 40M and aim to grow beyond € 500M in the next 5-7 years. There are no limits to our ambition!

Our triumph is a team effort, and that continues to be our crucial secret to success.

Despite our incredible growth trajectory and boasting an ever-expanding team of >40 awesome talents from all over the world we've kept our youthful start-up soul. As all entrepreneurs and modern start-ups know, a great office culture fosters great results. This means warmly connected team mates rather than colleagues. It means team lunches, chilled parties and trips to sunny islands. It means the occasional inflatable unicorn in the office. It means we're tuned in to how people really want to work; in a flexible environment that nurtures creativity and innovative thinking where our fellow humans are friends, not numbers.

If you are interested in exploring the opportunity to join our fast-growing international team and to shape our continued fast growth, please send your application to our Talent Manager Elisa Simeoni at recruiting@i-surance.de.