



### Apply here

#### Start date

Flexible within the next three months

#### Duration

6-9 months

#### Languages

Good spoken and written English levels are required (B2 onwards)

#### Location

Belfast, Northern Ireland

Belfast is the capital city of Northern Ireland and over recent years has seen a period of significant regeneration and growth. The birthplace of the Titanic, this vibrant city has a buzzing nightlife and social scene with many cultural events taking place throughout the year. Close to beautiful countryside and the famous Giant's Causeway, Belfast has something to suit all tastes.

#### Are you eligible?

Are you a registered student?

Or

Are you eligible to participate in the Erasmus+ programme?

#### Benefits

See website for details of all ESPA benefits. For all internships over 6 months, additional benefits will be paid. Details available at interview.

### Role

This is a fantastic opportunity for an enthusiastic, communicative, customer focussed individual to gain practical experience with this innovative, ambitious company that has developed a platform to support professional sportsman to ensure optimal performance on match days. Mentored throughout, you will assist in managing key accounts with elite sporting clubs to ensure a first-class customer experience from onboarding through to updates and renewals with the aim of maintaining a maximum rate of retention. For the selected candidate this will be a great learning and development experience.

### Tasks

- Engaging with Elite sports clubs to help manage their experience as a customer
- Supporting customers with onboarding and evolution of software upgrades
- Upselling new features
- Dealing with any issues in a timely and professional manner
- Potential onsite meetings and support
- Ensuring 100% customer satisfaction and retention
- Providing support to CEO and Commercial Product Manager

### Desired Skills

- Working towards a degree in Business, Marketing, Market Research or similar
- Excellent communication skills
- Confident and proactive
- IT literate
- Strong time management and organizational skills
- Project management skills

### The Host Company

This host company is an ambitious start up that has designed a platform to optimise the performance of professional athletes by providing them with a structured tool to engineer and own their bespoke medical, athletic and skill requirements ensuring that peak performance is reached on match days. Co-founded by an ex professional rugby player who made 70 appearances for Ireland, the application has been successfully trialled in the professional sporting arena. They are now looking to expand rapidly into Europe and are seeking like-minded people with the right attitude to join them.

ESPA has had two very successful internships so far in this company. Please open [link](#) to see review from a previous intern.