



Operations Coordinator Intern

Full-Time Summer Internship

May 8 – August 11, 2023

Deadline (extended): Tuesday, March 14 at 11:59pm Eastern Time. Applicants are encouraged to apply asap as applications are being reviewed on a rolling basis.

[Kite](#) provides immediate access to electric mobility options from the convenience of buildings, communities, and resorts. Unlocking mobility as an amenity, accelerating real estate and hospitality companies' sustainability vision, and helping decarbonize where we live, work, and play.

GOOD & WELL INTERNSHIP PROGRAM

As part of the Good & Well Internship Program, interns will have the opportunity to work at dynamic, high-potential social enterprises, participate in robust personal and professional development workshops led by social impact leaders, and connect with a community of like-minded peers.

ROLE DESCRIPTION

We are always looking for the best and brightest to join our thriving team. Kite is currently looking for an Operations Intern to support the management team in process, planning, and successful launch of various projects. We are seeking an individual who wants to make an impact on people's lives and work with a team of people who share that same passion.

KEY RESPONSIBILITIES

The Operations Intern is responsible to support the management team and will work closely with the COO, in all facets of the assigned projects in the areas of:

- Pre-Launch Planning Phase
- Launch Phase
- Post Launch Phase

The Operations intern will have the opportunity to be involved in:

Pre-Launch Planning

- On-site visits for documentation and planning (e.g., location, access to bike lanes where applicable, demographic profile of building/community, floor plans of parking garage or designated space, pictures/videos of space, infrastructure requirements for access/user experience/convenience, connectivity, power, and marketing/branding elements)
- The development of pre-launch plan (e.g., documentation and organization within our project planning platform, and in coordination with real estate developer teams)
- Procurement and logistics of required hardware (EV's/ecars, ebikes, scooters, charging stations where required)

- Launch of marketing elements and project plan
- Optimizing the project plan with the goal of creating an efficient, cost-effective, and agile blueprint for future launches

Launch Phase

- 30-20-10 day to launch plans
- On-site coordination and installation of all go-live elements
- Project site meetings to review schedules/activities associated with the project
- Launch efforts to ensure project is successfully launched and in accordance with project plan, budget and schedule

Post Launch

- Marketing/branding elements (measurement and optimization)

Typical Job Responsibilities:

- Assisting with the planning and launch of go-live projects.
- Research target markets, properties, city mandates, rebates, incentives, and opportunities for real estate developers to leverage Kite's mobility as an amenity.
- Act as a key liaison with clients to establish and build relationship, ensuring class leading communication and service from initial meeting through to contract and hand over to operations team.
- Represent Kite at various pitch meetings, marketing events, and demo events with management to ensure rapid growth and demand is fulfilled seamlessly, constantly iterating and improving sales process.
- Maintain and organize all project information and documentation.
- Respond efficiently and in a timely and confidential manner to all client communications.
- Assist with securing hardware and other related services for the projects.
- Develop project plans and schedules.
- Create project budgets and provide supporting documentation.
- Coordinate and lead project calls with clients and service providers.
- Analyze project data, prepare client introduction packages and address any related questions.

Candidate Background:

Education: Pursuing a post-secondary education in Sustainability, Technology, or Project Management preferred, but not necessary.

Experience: Relevant experience working in cleantech, sustainability, project management, real estate, city sustainability/net zero focus, ride-share, or related is an asset.

Knowledge: Excellent communication skills and passionate about sustainability, EV (electric vehicles), transportation market trends, and solving urban/suburban emissions and congestion problems.

Good-to-haves:

- Pursuing post-secondary education in Business Operations, Information Systems, Project Management, Sustainability, or another related field.
- Experience working with an Operations Team in sustainability, residential high-rise construction, hospitality, and/or cleantech related.
- Strong management, delegation, planning and leadership skills that facilitate positive outcomes.

- Familiarity with city net zero mandates related to real estate, hospitality, and transportation.
- Excellent communication, integration, problem-solving and interpersonal skills.
- Excellent project management skills, including budgeting, scheduling and coordinating with outside teams across various disciplines.
- Ability to deal effectively in demanding situations with ambiguity (you figure it out, think, test, suggest, or ask for support).
- Highly effective organizational, planning and time management skills.
- Results oriented with the ability to interpret and effectively manage multiple and competing priorities and timelines while meeting Kite targets/service levels.
- Microsoft Office applications, Excel, Word, Outlook Express, MS Project, Asana.
- A self-starter who can prioritize with the flexibility to manage workload demands and multiple tasks as required.
- Strong ability to work collaboratively with other teams.

ELIGIBILITY

- Currently enrolled at a post-secondary institution at the second-year undergraduate level and above
- Legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations
- Holds Canadian citizenship, permanent residency status, or refugee status (required by the Government of Canada's Student Work Placement Program, which has historically contributed to G&W internship program wages)

ADDITIONAL DETAILS

- **Compensation:** \$20.50 an hour, 37.5 hours a week
- **Location:** This position is currently hybrid as the successful candidate will need to be on site for property management and operations tasks in the GTA. Please note that the successful applicant will also be expected to attend Good & Well internship workshops in person in Toronto throughout the summer work term.

HOW TO APPLY

Apply via Google Forms: <https://forms.gle/jXEoSksiHVrJyyhFA>.

Application components:

- 1) **Resume** – no longer than two pages
- 2) **Written responses** to the following three questions:
 - a) Describe the world you want to create in one word. Please discuss an experience (completed or ongoing) that demonstrates your commitment to this vision. (Maximum 100 words)
 - b) What will you bring to this role (Operations Coordinator at Kite)? What do you hope to gain? (Maximum 200 words)
 - c) Good & Well interns spend up to 20% of their time engaged in personal and professional development workshops and cohort community-building activities. What interests you about this aspect of the program? What do you hope to learn? (Maximum 100 words)

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Shortlisted applicants will be contacted for an interview. No phone calls or emails please.

Good & Well is an equal opportunity employer committed to diversity and inclusion. If you require accommodation during the recruitment and selection process, please let us know at info@goodwell.ca.

MORE ABOUT KITE

Culture at Kite

We're an ambitious, smart and open-minded team that is passionate about our mission. Each day is unlike the last, as we're constantly moving forward, challenging each other, and working together to create the future of micro-mobility.

Perks for you and the team

We're committed to helping our team members grow, learn, and thrive. We are offering an opportunity to be part of the founding team, an early employee, and options in the company when team members become full time. We want to support both personal and professional developments—all the things necessary to move on our mission together.

Kite is inclusive, diverse, technology-forward, and culture-forward:

Kite stands for a culture of inclusion. We celebrate different backgrounds, experiences, and perspectives—encouraging everyone to bring their authentic selves to work. We have a diverse environment that empowers our team to feel comfortable when they voice their opinions. For these reasons and more Kite is a proud equal employment opportunity employer. We welcome everyone regardless of their race, color, religion, sex, national origin, age, disability, veteran status, or genetics, and we are dedicated to providing an inclusive, open, and diverse work environment.

If this sounds exciting to you – let's chat more!