

Business Support Intern

Who is Road?

Road empowers companies across the EV ecosystem with the technology and services they need to grow and deliver seamless charging experiences. We provide the critical infrastructure that the EV charging ecosystem depends on. We do this through a purpose-built software platform supported by our unique expertise and world-class customer service. Road currently serves over 200.000 customers and 20% of the Dutch market and we have firmly set our sights on repeating this success internationally. We exist at the intersection of cleantech and fintech and our mission is to make EV charging effortless for everyone.

What is the Role About?

As a **Business Support Intern**, you will play a pivotal role in enabling the success of our commercial teams by helping ensure that both our Sales and Support representatives can focus on what they do best: serving customers and driving growth. You will contribute by streamlining processes, centralizing knowledge, and supporting operational excellence. Your focus will be on building a strong operational foundation, which includes documenting and optimizing processes, making key information easily accessible, and assisting colleagues during complex projects such as migrations. A key initiative in this role is updating internal manuals, which serve as a single source of truth for all commercial team members. You will work closely with our Business Support Manager and Project Manager.

What are Your Responsibilities?

- Gathering insights from internal teams to document current sales processes and best practices.
- Reviewing internal handbooks.
- Updating internal technical manuals.
- Mapping and describing internal processes in our knowledge management system (Confluence).
- Analyzing and optimizing sales and support workflows to improve clarity and efficiency.
- Assisting in developing an internal training program for the Sales, Success and Support team, based on the handbook and process insights.
- Supporting ad hoc requests and projects from Sales, Success and Support teams that require operational input.
- Helping with creating and releasing online training materials.

Internship Requirements

- You are currently pursuing a Bachelor's degree in Business Administration, Marketing, Economics or a related field. Please note you will have to be enrolled for the full duration of the internship.
- You have excellent communication skills in both Dutch and English.
- You are enthusiastic, eager to learn, and have a proactive attitude.
- Experience with mapping and optimizing processes is a strong advantage.
- You work in a structured, detail-oriented and accurate manner.
- You are available for 32 to 40 hours per week starting from February or March 2026.

What will you learn?

- Learn how to document, optimize, and standardize business processes—key skills for driving efficiency and scalability in any organization.
- Gain experience in knowledge management and training design, helping teams work smarter and stay aligned through clear, accessible resources.
- Develop cross-functional collaboration skills by supporting sales, success, and support teams in complex projects and operational improvements.

What do we offer?

Beyond the basics, we want to make sure our interns have everything they need to thrive and help us achieve our mission. That's why we offer a range of additional benefits designed to keep you happy, healthy, and supported - both inside and outside of work.

- A €500 internship allowance, paid out monthly;
- An independent role with the opportunity to grow and possibly stay after your internship;
- A chance to make a difference in a sustainable and growing organisation;
- A laptop for the duration of your internship;
- Daily varied and healthy food options for lunch provided by the company, and fruits and drinks available at the office. And of course drinks at our own Road bar;
- Besides working on our mission together, we like to have fun and connect with social events and team-building activities;
- Headquarters located in one of the most dynamic and cosmopolitan cities in Europe: Amsterdam;
- Diverse and creative colleagues from every corner of the world.
- We have received accreditation from SBB as a training company.

Our culture

At Road, we believe that an open mindset and challenging ourselves are key to achieving the best results. As we continue to grow, we're working on adding more structure and clearer processes that will help us reach the next phase together. This isn't just about how we work, but also about how we support each other as people.

Collaboration is one of our core values, and it shows in the way we connect day to day. We share a company-organized lunch every afternoon and regularly host voluntary activities outside of work. These moments help us recharge, get to know each other better, and keep our culture strong. Because in our eyes: a healthy team is the foundation of a healthy company.