



Technical Support Employee (m/f/d)

Immediately · Full time (40h/week) · Nice, France





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FAZUA is a young brand that has disrupted the cycling industry in 2017 with its innovative drive system for agile and light e-bikes. From Ottobrunn near Munich, we set out to shape a new cycling culture with outstanding products that guarantee an exceptionally natural e-ride. Our diverse, open-minded, ambitious (and fun) team is constantly seeking new, inspiring talents who will help us push boundaries to shape the future of e-bike technology.

YOUR MISSION

- You are part of our customer support team in Nice and support our after-sales service activities for South Europe
- You deal with technical customer requests concerning our drive system via phone and email
- You create tickets in our ERP system and assure the follow-up of our service cases
- You help us grow our dealer and customer network in the region
- You assist the team with other administration tasks

YOUR PROFIL

- You completed superior education (BTS or bac+3) and a commercial/technical vocational training or a similar study programme
- You have gained experience in customer service
- You are familiar with ERP
- You speak French on a native level and fluent English – Spanish or Italian language skills are a plus



YOUR BENEFITS

- We are a diverse and international team of creative minds, passionate bike nerds, and progressive thinkers
- You will see your ideas taking shape quickly: bring in your thoughts, challenge the status quo and see innovations being implemented soon
- You can work remotely from home from time to time
- We are supportive of further education and foster ambitions of growth within the company
- You can grab one of our test bikes if available

Do you want to become part of the FAZUA team? Send your CV and a short motivation letter including your availability and salary expectation to jobs@fazua.com.

Your contact person: **Vanessa Roith**