

SERVICE CHAMPION (m/f)

Technical Service & Support
Full – or part time position

FAZUA is a small, young, and international company based in Munich since 2013. **evation**, our product, is the lightest and most compact drive system for eBikes in its category. Containing motor, electronics and battery in a single unit, its magic resides on the integrated design as well as on the possibility to be clicked in and out from the down tube at any time.

With some of the biggest bike manufacturers behind, our product is about to shape the future of the eBike market. To continue bringing our cutting-edge technology to market and foster the relationships with our current partners, dealers and cyclists we need to recruit very special new warriors for our team.

As our **Service Champion** you will help to implement our newly developed service concept, by e.g. taking care of - dealer certifications - Phone support for dealers and cyclists - Handling service requests through the help desk software as well as repairing components hands on in our workshop. Thereby, you generate service credibility in the market for FAZUA, increase customer loyalty and enable FAZUA to raise to the next level.

Our desired pioneers' skills:

- Strong communicative and organizational skills.
- French and English.
- German is a plus.
- A great sense of responsibility (and humor).
- Teamwork guru.
- It wouldn't bother us too much if you would love bike riding.

We offer:

- Tons of freedom and responsibility from the very beginning.
- International-always-hungry-always-foolish environment.
- The ideal opportunity to sink your teeth into a new, real and exciting project.
- Flat as a pancake employee hierarchy.
- Epic bootcamps where we enjoy riding our bikes and more outdoor activities.
- Fuel in the form of free drinks and snacks.
- Quite often backyard BBQs.

If you are the one with the soul of a Service Champion, send us right now your CV and a few lines about you and your motivation to info@fazua.com with subject [Service Champion].