

# Service operator – telephone and written customer care – Nice, France (m/f)

*Part-time/full-time*

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Fazua is a company founded in 2013 in Munich and now based in Ottobrunn. We have set ourselves the goal of revolutionizing the eBike market in the long term. With our innovative drive system, we were able to present a drive system in 2017 that focuses primarily on sporty requirements while still conveying the natural driving sensation of a non-motorized bicycle. With this approach, we have already gained numerous customers for us and are planning to continue to gain international market relevance.

As a member of our small service team in Nice you will be the first contact for all external customer and partner inquiries. Your main tasks include the processing of telephone and written customer requests. That means that you process inquiries on the phone, document them in our ticket system, create repair orders and thus support our service team. In addition, you will support the service team with dealer trainings and daily project business.

## **What you should bring to the table:**

- Based in/around Nice
- A penchant for customer contact via phone and in writing
- Excellent command of both English and Spanish in spoken and written form (must-have)
- Proficiency in Italian and/or French (optional)
- Basic technical understanding
- Fun riding bikes
- You are ....
  - always positive
  - meticulous
  - organized
  - reliable
  - polite while dealing with our customers
- The ability to work in a team completes your profile

## **What we offer:**

- Insights into the bike industry and the international bike market
- A great working atmosphere
- Testing options for all our eBikes
- No colleagues, just friends
- Appropriate salary
- Power in the form of drinks

You are interested? Then simply send your resume and motivation letter to Marco Palestini ([jobs@fazua.com](mailto:jobs@fazua.com)).