

Service operator – telephone and written customer care (m/f)

Full-time / part-time

Fazua is an ambitious and dynamic mid-sized company with almost 70 employees located in Ottobrunn. We have set ourselves the goal of revolutionizing the eBike market in the long term. With our innovative eBike 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.

In order to continue to be successful, we are looking for you!

What you need:

- A penchant for telephone and written customer contact
- Proficiency in German and English in spoken and written form (must)
- It is easy for you switch between two different topics
- You are
 - always positive
 - meticulous
 - organized
 - reliable
 - polite while dealing with our customers
- The ability to work in a team completes your profile

What you will be doing:

- You are the first contact for all external customer and partner inquiries via phone and email
- Processing of telephone and written customer inquiries (documentation in the ticket system and creation of repair orders)
- Supporting the project business, for example, the preparation of training documents

What we offer:

- Opportunity to grow with Fazua and develop yourself personally
- Young and dynamic team
- Refreshingly new conception of industry, work and team spirit
- High degree of personal responsibility, right from the start
- Attractive payment
- Voluntary social benefits (company pension plan)
- Flexible working hours
- Possibility to come to work on a staff eBike
- Possibility to lease a bike or pedelec via JobRad

Are you interested? Then simply send your CV and motivation letter to Monika Tot (jobs@fazua.com).

