



# CREATE THE INCOMPARABLE

JOIN US AS AFTER SALES WORKSHOP CUSTOMER RELATIONS  
SPECIALIST (M/F/D) - CDD (6 MONTH) - BG-VK/W

[APPLY WITH YOUR CV AND COVERING LETTER INDICATING THE POSITION ABOVE BY SENDING YOUR APPLICATION TO RECRUITING@BUGATTI.COM](mailto:RECRUITING@BUGATTI.COM)

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## PROFILE

- Higher degree (BAC +2) in the field of commerce
- 3 to 5 years' experience in customer relations or in an after-sales service is desirable

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## SKILLS

- Fluent French and English and knowledge of German desirable
- Knowledge of international trade (customs, incoterms, etc.)
- Knowledge of Microsoft Office suite, SAP, DMS (Dealer Management System) and Salesforce
- Communication skills, rigour, flexibility
- Organisational skills

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## MISSIONS

- Coordinate correspondence with customers throughout the vehicle's service life
- Update the CRM database for the department
- Market all types of vehicle work (annual inspection, repairs, etc.) as well as current customer programmes (warranty, service, etc.)
- Manage the activity of the after-sales workshop: monitor services to be carried out, follow up with customers for services due
- Manage work on vehicles: order spare parts and invoice work carried out, document work (CRM, DMS and Sharepoint), internal reporting
- Coordinate transport with customers / dealers
- Prepare the transport arrangements (select the carrier, take out insurance, customs formalities if necessary)
- Create and track supplier orders in SAP for the workshop
- Manage the attendance/absence of workshop staff
- Workshop supply chain: order from the logistics hall or supplier / stock management / inventory / invoicing
- Participate in continuous improvement projects in its field of activity and take an active part in various audits (system, ISO, environment, etc.).

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