



Welcome to Bugatti

The Brand Bugatti stands for exclusiveness, luxury, elegance, outstanding design and enormous passion. Unique visions, the strong tradition of legendary sports cars as well as the technical precision in development, construction and production – they form this brand since its founding in 1909, by Ettore Bugatti.

Become a part of this tradition. We invite you as:

BG-VK/B Head of After Sales Business Management (m/f/d)

Your tasks

- Market steering:
 - Manage global After Sales profit & loss for parts, accessories and service products
 - Manage projects and products
 - Conduct commercial analysis
 - Run planning and reporting (global, regional or dealer level)
- Dealer Network Development:
 - Develop business plans for efficient partner/service partner network (set and monitor KPI)
 - Develop importer/dealer contracts
 - Monitor standards of fulfillment (e.g. audits)
 - Train dealers/ partners (non-technical)
- After Sales Marketing & Communications:
 - Develop & implement relevant After Sales marketing and communication activities to maximize market penetration and service loyalty across the After Sales product portfolio
- Field support & customer care:
 - Manage customer complaints
 - Handle VIP's customer requests personally
 - Manage Regional After Sales Management team (EU, MEA; NAR)
- Warranty & Goodwill:
 - Develop warranty & goodwill related concepts and processes
 - Process operational claims
 - Plan & report budgets

Your qualifications

- University Degree in Business/ Economics, Marketing or Engineering
- More than 5 years of professional experience in After Sales, Business Development or Management Consulting
- Expert knowledge of MS office, advanced knowledge of SAP, Salesforce and Power BI (or equivalent)
- Proficiency in English, basic knowledge of French
- Analytical skills and strategic thinking
- Capability to convert strategic concepts into operational results
- Operational budget planning & reporting capabilities
- Conflict solving capability
- Communication and leadership skills
- Customer orientation, intercultural competence

Please join us and apply – stating the position above – to recruiting@bugatti.com.

Vive la marque!