



## 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/P - Customer Service Spare Parts Administrator (h/f/d)

### Your tasks

- Manage Bugatti Dealers worldwide by answering requests for information, establishing quotes, fulfilling orders and post-management within the Customer Service
- Answer to the customer's demands via the ticketing system, provide answers to their questions regarding spare parts in terms of price, quantity or delivery delay
- Enter the parts' orders in the ERP system and follow the logistics for their expedition and their return
- Prepare the necessary documents for the transports including for the dangerous goods (ADR, IATA, IMDG) as well as the customs documents
- Manage the return of the parts in case of defects or warranty
- Update the list of spare parts needed to the vehicle maintenance (service kits)
- Be responsible for keeping the online spare parts catalogue up to date and accurate, and answer to internal or external questions related to it
- Measure and report the customers' satisfaction and offer continuous improvement actions

### Your skills

- Degree in logistic, international business or equivalent
- Past experience in the transport area including dangerous goods
- Knowledge in Customs : Incoterms, customs tariffs, origins...
- Knowledge of the automotive industry and related products
- Fluent in English and French
- Advanced knowledge in MS-Office
- Knowledge of an ERP System, ideally SAP
- Ability to find solutions and communicate, organisational skills
- Team spirit, customer focus and rigour

Please join us and apply – stating the position above – to [recruiting@bugatti.com](mailto:recruiting@bugatti.com).

*Vive la marque!*