



## 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 Director of After Sales (m/f/d)

#### Your tasks

##### Budget planning:

- Being responsible for strategic/ operational budget planning and reporting for the global After Sales business (Bugatti & Bugatti Rimac)
- Being responsible for P&L in line with group & company objectives/ guidelines

##### Technical Support:

- Being responsible for global After Sales technical support (1st/ 2nd level) and warranty management (incl. reporting)
- Implement field campaigns (recalls/ service campaigns) in compliance with global regulations (incl. authority communication)

##### After Sales Compliance

- Being responsible for compliance of all After Sales activities with global regulations
- Manage regulatory bodies, importers, dealers, regional teams and customers worldwide

##### After Sales Logistics

- Being responsible for global After Sales logistics strategy (stock in Molsheim & Zagreb)
- Manage in- and outbound logistics; Supplier management
- Demand planning and forecasting
- Interface with sourcing, procurement and serial production (Bugatti & Rimac)

##### After Sales Field Support & Technical Documentation

- Being responsible for After Sales field support and technical documentation
- Document Technical support in compliance with legal regulations

##### Partner Network Management

- Manage the global partner network (Service network coverage; financial and qualitative target setting monitoring process; technical and non-technical training)

##### After Sales Organization Development

- Manage and develop the global After Sales organization for Bugatti & Rimac

#### Your qualifications

- University Degree in (Automotive) Engineering, Business/ Economics or Marketing
- More than 5 years of professional experience in Premium After Sales, & Customer Service (Automotive)
- Expert knowledge of MS office and Power BI (or equivalent), advanced knowledge of SAP and Salesforce
- Proficiency in English, basic knowledge of French
- Automotive engineering/ process background; Capability to develop new repair solutions considering existing (legal) requirements and guidelines
- Capability to convert strategic concepts into operational results
- Technical issue and incident evaluation capabilities; including management of authorities requests & inquiries
- Process orientation; Lean Management/ Operations
- Analytical skills and strategic thinking
- Organization and team building skills (international & cross-organizational); Leadership skills & Integrity
- Intercultural communication and conflict solving capability
- Customer orientation

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

*Vive la marque!*