

»Maybe tomorrow thinking
will be the same as doing.«

Lukas
Brand Strategy



Tomorrow is our home.

Find out how you can enjoy, grow and perform at BSH Home Appliances Group: As a leading manufacturer of home appliances and solutions, we encourage commitment and open-mindedness among our employees. With our global brands Bosch, Siemens, Gaggenau and Neff as well as our local brands, our focus truly is on innovation. And that doesn't just apply to our products and services, but also drives the way in which we cooperate, exchange ideas and organize our teams. Everyone is invited to make their individual contribution to our overall success. Join us now and give your career a home.

Customer Service Specialist (m/f/d)

Domakinski Uredi Bulgaria EOOD | Full time | Additional requirement
Sofia

YOUR RESPONSIBILITIES

Shape product marketing and spare parts sales support! Coordinate projects, analyze performance, gather insights, and collaborate across teams to boost efficiency and customer satisfaction.

- / Drive local spare parts operations: orders, claims, returns, deliveries, and warehouse coordination.
- / Support regional product marketing: manage portfolio, coordinate projects, and align with global and local marketing teams.
- / Track and analyze product, channel, and segment performance to support business planning.
- / Gather consumer insights, benchmark competitors, and contribute to business cases including pricing and channel strategies.
- / Collaborate across marketing, sales, and operations to optimize processes and customer service.

YOUR BENEFITS

- / Permanent employment with a 6-month trial period.
- / Care for the work-life balance (home-office, flexible working hours).
- / Attractive and dynamic international work environment, open and modernly equipped work spaces.
- / Wide possibilities for professional and personal development and growth.
- / Stimulating salary package (Multisport card, health insurance, life insurance, etc.)

YOUR PROFILE

- / University degree in Economics, Sales, Marketing, Technical Engineering, or a related field.
- / 2+ years in product management and marketing; customer service (spare parts, accessories, cleaning products) is a plus.
- / Strong analytical and technical skills: MS Office, Analysis for Office, SAP; Power BI is a plus.
- / Excellent communication, negotiation, conflict-resolution, presentation, visualization and self-organizational skills.
- / Fluent in English and holds a valid driving license.

FURTHER INFORMATION

Please visit bsh-group.com/career. We would love to welcome you in our team!

Find a new home for your professional ambitions:

Apply online now

BSH IS AN EQUAL OPPORTUNITY EMPLOYER

At BSH, diversity and inclusion are core values that shape our corporate culture. We appreciate everyone's uniqueness and see the diversity of our employees as key to our success. Regardless of gender, origin, religion, sexual orientation, disability, or age, we wholeheartedly welcome every single application.

Home appliances under the brands:



BOSCH

SIEMENS

GAGGENAU



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