



Job Title: Service Agent
Location: Saint Raphael (83), France
Brand: Travelopia Yachts, Leopard Catamarans
Contract type: Permanent
Reporting to: Aftersales officer

Company overview

At Leopard Catamarans, we design spacious, robust, performance-driven cruising catamarans.

Leopard Catamarans is part of the leading specialist travel group, Travelopia, which is owned by global investment firm KKR. Travelopia Yachts has been in business since 1969, and Travelopia brings together over 2000 colleagues from around the world who work together to create industry-leading travel experiences. The yacht sales activity at Travelopia Yachts includes the sale of new Leopard Catamarans, new charter yachts in the Moorings and Sunsail ownership programs, as well as used boats.

The secret to our success lies in our exceptional teams, united by the same mission: to enrich lives through delivering inspiring experiences on the water.

Summary: The primary objective of the service agent is to prepare the yachts and organize the works on the new catamarans to be delivered, following the Leopard Catamarans standards, and per the manufacturer and OEM warranty requirements.

What you will be doing:

- Work with the Logistics department, by inspecting the yachts on the arriving freighter ship, receiving the yachts from the freighter offload and completing systems checks
- Reception and preparation of the new yachts for delivery to new owners using the SailSense platform : walk through of the yachts, checking the systems on board and ensuring everything is organized for an impeccable handover. Identify issues, create tasks and follow up on the completion of the work by third party vendors.
- Photograph any shortfalls/missing equipment or warranty failures and document accordingly digitally through company's systems.
- Preparation of boats for events and boat shows.
- Attend weekly remote meetings with the R&C factory representative and other technical meetings to provide & receive technical feedback.
- Act as the intermediary between the owners and the factory: Prepare, file and track claims for warranty work via Trello, work with the factory on resolving owners claims with the client satisfaction in mind. Seek quotes for warranty work, organize repairs, perform small repairs, verify work is complete and timely; submit invoices for payment to vendors.
- Use OEM portals/Trello to create 3rd party vendor claims and assist in the reimbursement of claims with manufacturers (OEM).
- Coordinate with the manufacturer and/or OEMs to get approval in advance of repairs, if required, and take precautions necessary to guarantee our payment including but not limited to precise digital documentation and pictures of the work, and returning parts replaced.
- Properly troubleshoot, diagnose, Perform small repairs on new boats during the commissioning & warranty process.

- Installing basic equipment such as safety gear, cushions, enclosures etc. on-board new yachts.
- Participate to Yacht acceptance and commissioning and handover sea-trials.
- Parts department – inventory of spares, parts reception at the storage warranty parts orders from R&C Factory and OEM returns/exchanges.
- Travel off site to inspect, organize, and work on yachts as needed.
- Upkeep of yachts: Ensure that stock boats, boats in our custody, are maintained, always secured; check for functioning of systems on board, and schedule cleaning to ensure yacht is always in good showing condition.
- Check safety of yachts (shore power, location of fenders, dock lines).
- Movements of boats within the marina, participate to the organisation of boats movements to and back from the marina and boat shows (local)
- Others duties including Dockage inventory, Secure boats at end of workday (lock doors and hatches) , Assist with securing yachts ahead of heavy weather

The ideal candidate will have the following experience and/or qualifications:

- Fluent French /English mandatory
- Knowledge of technical aspects, trouble shooting and repairs of boat construction, boat systems and boat maintenance compulsory
- Customer focus & looks to exceed customer expectations.
- Position opened to Experienced collaborator with 3 to 5 years' experience minimum in yacht industry.
- Must be a team player
- Must be a self-starter and capable of working unsupervised
- Strong work ethic
- Ability to maintain a calm, positive attitude during periods of high activity
- Good attention to detail
- Valid driver's license
- Ability to travel 6 to 7 weeks a year in France and abroad for after sales interventions, deliveries & boat show events.