



## ***Position: Senior Customer Support Representative***

The CSR is a critical thinker who is self-directed, motivated and takes personal ownership to ensure each customer request is answered and actioned promptly and professionally. A friendly, professional and customer focused attitude is a must. The ability to remain calm, patient and courteous with customers and colleagues when faced with difficult situations and varying priorities is critical to succeed in this role.

### **MAIN RESPONSIBILITIES**

#### **Spare Parts & Option Sales:**

1. Responding to Customers' request for quotes, processing spare part order POs and acknowledgements, organizing customer shipment details/dates
  - a. Discuss the client needs and/or customer orders and translate them into quotes and sales orders with the help of other internal departments when needed.
  - b. Work with your customers to communicate on the value and advantage of providing forecasted orders and proactively manage customer order priority through discussion/negotiation. Work to manage customer compliance to company order priority guidelines (AOG/PLAN/RUSH)
2. Generating RMAs for returns/NCRs
  - a. Preparing Return Material Authorizations
  - b. Logging Non-conformances and communicating to internal stakeholders
  - c. Communication with the customer regarding documents and information required for returns/non-conformances.
3. Working with internal departments to facilitate quote, sale & delivery of parts/services:
  - a. Supply Chain department - for parts not available in stock/system to inform customer of lead time.
  - b. Programs & Pricing department - for parts prices not already available in Cincom and for AHCA options price and lead time.
  - c. Technical Support & Internal Repair shops – for alternate solutions and higher assemblies.
  - d. Warehouse/Shipping – for processing pick lists and shipping instructions.
4. Be knowledgeable about Airbus Helicopters Canada options (STCs) and be able to offer quotations, product information and recommendations about optional equipment.

#### **Repair, Overhaul, Exchange & Rental Support**

1. Main focal point to provide customer support to customers for Repair, Overhaul, Exchange and Rental transactions (Blades, Components & Equipment)
2. Ensure timely & accurate invoicing and core returns for exchange/rental transactions
3. Validate and distribute Customer Open Order Reports for R&O items.



#### **Siebel Focal Point**

1. Responsible to act as AHCA Siebel Focal Point for Customer Complaints, Queries and General Support for Users.
2. Prepares weekly report on Open Customer Complaints and Queries.

#### **Customer Support Manager (CSM) Visit Reports**

Works with Customer Support Managers (CSM) to ensure pre-visit reports are accurately prepared with current information and KPIs. Following visits, receives completed visit reports, logs into Siebel and dispatches actions as required.

**Other - Inter-departmental Reporting/Follow-up + prepare monthly summary reports on CSR KPIs/performance**

#### **POSITION REQUIREMENTS:**

- College Diploma/University Degree or equivalent knowledge/experience. Preference given to graduates of: Business Administration, Operations Management or equivalent.
- 5+ years' experience in customer service within technical industry. Experience in aerospace is an asset.
- Exceptional communication skills – oral and written
- Business math/accounting knowledge strong asset
- Fluency in French or German a strong asset
- Dynamic component technical documentation knowledge an asset (log cards/CHRs, removal tags)
- Able to solve complex problems with little supervision/intervention
- Above or advanced computer skills (i.e. Excel, Cincom, Siebel, Microsoft Access Databases)
- The CSR must be available to respond to urgent customer calls after regular business hours/on weekends as scheduled.

**To apply for this position, please send an up-to-date resume and cover letter to [HR@eurocopter.ca](mailto:HR@eurocopter.ca).**

**We would like to thank all applicants, however, only those selected for an interview will be contacted.**