



***We're looking for a Technical Representative  
Position Location: Quebec or Alberta, Canada***

The Technical Representative is the main interface between the customer and Airbus Helicopters Canada Limited. The Technical Representative in this position must effectively manage the customer's overall interests both on technical issues, customer support, service and sales, and providing technical advice; tracking important customer and product information upon which business decision are made. Additionally, the Technical Support representative will provide customer intelligence, requirements, interest or intention to purchase sales or service to collaborative customer support departments.

The role must consciously meet with and interact with all levels of customers – from owner/operators to service technician – in a customer-excellence centric environment. Accuracy to detail and data is important as is expediency of response time and support to other customer service department.

**MAIN RESPONSIBILITIES**

**Explain and Resolve Technical Issues:**

- Explain and resolve technical issues over the phone as well as in person during on-site visits, assisting clients to resolve technical function questions and repair issues through access of Web-Tek and other databases
- Accurately and promptly report all customer issues into AHCA database for tracking and reporting on service data with efficiency

**Monitor and Report Issues:**

- Monitor and report on open issues with expediency to ensure high levels of customer service; ensure accurate and prompt tracking of customer accident/incident information in systems
- Provide customers with technical updates to ensure an understanding of technical requirements and our commitment to prompt and efficient service level and response time.

**Monitor and Support Customer's Needs:**

- Report on customer fleet information changes and upcoming customer requirements to management (within data base systems if required) to support accurate decision making, business forecasting and knowledge of customer operations and requirements



- Provide on call support on a rotating basis with other team members to ensure high levels of customer response during off hours
- Schedule on site customer visits to provide focal point support

#### **Provide Customer Information to Customer Support Representatives and other departments:**

- Provide collaboration, support and clarification on product, part or customer specifics to CSRs and other departments as required

### **EDUCATION & JOB REQUIREMENTS**

- College Diploma in Aircraft Maintenance, or a related field
- AME, M1 and/or M2 Licence is required
- Must be legally able to work in Canada

#### **EXPERIENCE:**

- Technical/aircraft maintenance background preferred
- 10 or more years' experience on Airbus Helicopter products. AS 350 endorsement required, additional types would be an asset.

#### **KNOWLEDGE, SKILLS, DEMONSTRATED CAPABILITIES:**

- Able to demonstrate professionalism
- Strong customer service orientation
- Proven ability to work independently or in a team environment
- Excellent communication and customer service skills
- Strong analytical skills
- Ability to explain highly technical issues over the phone at the same time effectively managing difficult or irate customers or service situations
- Able to be flexible



## **COMMUNICATION SKILLS (SPOKEN, WRITTEN, INFLUENCING, PROFICIENCY IN OTHER LANGUAGES):**

- Bilingualism (French-English) required for Eastern Canada; an asset for other locations.

## **TECHNICAL SYSTEMS PROFICIENCY:**

- Proficiency in Microsoft Office 2010 pack

## **TRAVEL REQUIRED:**

- Approximately 10-12 weeks of travel. 90% domestic, 10% International per year

## **PHYSICAL REQUIREMENTS**

The Technical Representative spends most of their time working indoors in an office environment. During this time they may be sitting for prolonged periods of time using the computer or talking to customers on the phone. The use of hands/fingers for daily activities such as typing and data entry may be required.

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