

A white and blue Airbus H160 helicopter is shown in flight against a backdrop of a mountain range under a cloudy sky. The helicopter's tail rotor and main rotor are visible. The word "AIRBUS" is printed on the side of the fuselage.

AIRBUS

We're looking for a Customer Support Manager - East Position Location: Fort Erie, Ontario

At Airbus, our Customer Support team is committed to delivering excellence to our Customers in all that we do. Being an Airbus Customer Support Manager (CSM) means you are an exceptional communicator that believes in being fully invested in delivering customer satisfaction! You consider yourself a self-motivated customer advocate who is driven to deliver solutions. A successful CSM will be highly detail oriented, thrive when faced with putting their problem solving skills to the test and is committed to building relationships with our customers while consistently aiming to exceed their expectations.

The Customer Support Manager for Eastern Canada, will act as the account manager and primary focal point for oversight of all Airbus Customer Support related topics in the region. You will have a deep understanding of your customers' fleet, operational needs, key company contacts/stakeholders and elements critical to satisfaction regarding the portfolio of Airbus services. As a CSM, you will be responsible for maintaining oversight on the status of all Airbus support activities, collaborating and communicating with Sales Managers and other internal departments regarding customer needs, expectations and satisfaction. The CSM will also be responsible for providing customers with routine status updates, information about new/changing products, commercial policies, programs or services within the Airbus offering as well as collecting customer information, sales opportunities and feedback for strategic actions. You will also be responsible for managing or participating on internal projects related to Customer Support. This role requires the CSM to be on-call and available for regular travel to customer locations within their assigned region. Bilingual English-French is required for this position.

MAIN RESPONSIBILITIES

Customer Relationship & Satisfaction Promotion

- Develop comprehensive knowledge of customer's fleet, strategic goals, operational requirements, company structure/dynamics, key stakeholders
- Maintain understanding of each customers' unique critical to satisfaction factors and ensure CTS factors are communicated throughout the company
- Act as customer's focal point & internal champion for all Airbus Customer Support related topics
- Effectively build rapport & trust with customers - develop a clear, effective communication routine to suit each customer account/key stakeholder
- Practice proactive communication with the customers when changes in policy, product or information may impact their operations
- Utilize the customer visits as an opportunity to promote and gather new information with the customers
- Work closely with Sales and Program teams during delivery of new helicopters to ensure seamless transition from Sales/Completion to Customer Support.

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Customer Support

- Prepare for and conduct regular customer visits to meet with key stakeholders (frequency determined by size/complexity of customer relationship)
- Utilize internal tools (Webtek/Salesforce/CRM) for customer issue logging, tracking and resolution
- Promptly log, manage, escalate (if required) and resolve customer issues through transversal management to resolve the Customer's issues; ensuring that each department keeps their commitments
- Employ a results-driven approach to identify and develop solutions to customer requests
- Create collaborative action plans and effectively present status for on-time/on-quality action resolution
- Support customers with Logistics/Spare parts forecasting support in order to ensure optimal operational fleet availability of the AC

Service & Support Promotion

- Work with necessary departments to assist customers to obtain quotations for all Airbus services – spare parts, SB Kits, Retrofits, Maintenance, Repair & Overhaul services, Training, Connected services
- Manage requests that require submission via complex offer process for type certified mission equipment
- Develop and maintain knowledge of all current Airbus service offerings and be able to advise benefits/advantages and value of service offer items to customers
- Maintain repository of current promotional materials and presentations tailored to your customer base for use during visits
- Actively promote key programs, products, tools, events to customers
- Represent Airbus at promotional events, tradeshow as required

Customer Performance Analysis & Reporting

- Utilize internal tools to plan for, prepare and develop strategy for customer visits.
- Complete customer visit reports and flow down report, actions and details to relevant internal teams
- Routinely gather information regarding customer monthly flight hours, services opportunities and assist with data analysis initiatives and strategy development
- Responsible for maintaining and preparing KPI information and reports for management of customer activities

Departmental Projects & Assignments

- Manage implementation of fleet retrofit programs, new programs/policies
- Other duties or projects may be assigned to CSMs as required within the department



MINIMUM JOB REQUIREMENTS

- University Degree or College Diploma in Business Administration or related field (or equivalent experience)
- Education, training or past relevant experience in the Aviation Industry considered an asset
- Bilingualism (French-English)
- 5 years of experience with complex logistics, repair & overhaul, technical support in the Aviation industry
- 5 years of experience with Customer Support
- Experience using SAP preferred
- Previous project management experience an asset
- CRM (Siebel, Salesforce) experience an asset
- Highly effective transversal management
- Demonstrates a high level of accountability and integrity
- Self-directed, deadline driven, critical thinker capable of solving complex problems with little supervision
- Strong analytical and business math skills
- Professional amiable personality with exceptional relationship building skills
- Previous experience preparing and presenting quotes/commercial offers
- Intermediate to advanced computer skills (SAP, MS Excel, MS Word, PowerPoint)
- Exceptional time management skills, strong ability to multi-task and set priorities
- Ability to interface and influence other departments/colleagues to identify solutions
- Ability to work autonomously to deliver on company objectives

To apply for this position, please send an up-to-date resume and cover letter to AHCA-HR@airbus.com

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