



WE'RE LOOKING FOR A CUSTOMER SUPPORT REPRESENTATIVE POSITION LOCATION: FORT ERIE, ONTARIO

Reporting directly to the Customer Support Supervisor the CSR is part of a team dedicated to Airbus Helicopters Canada after sales services. The CSR has direct daily contact with their customers for their after sales needs related to:

- Repair & Overhaul Orders (dynamic components, blades, other)
- Rental & Exchange Orders (dynamic components, blades, tools other)
- Airbus Helicopters Option Sales (STC)
- Spares Part Orders (Quoting, Order Management, Returns, etc.)
- Warranty Claims & Orders
- Airbus Helicopters Canada Support and Service Requests

The CSR will be responsible for a predetermined list of accounts; they will prepare weekly reports and communications for the top 10 performers in terms of volume. They will be responsible to know what activities are in the portfolio, in terms of open sales, request, services, billings, warranties, and repair/exchange actions for all of their customers.

They will be responsible to ensure deliveries on time by monitoring all incoming/outgoing products and organizing in house with stakeholder and internal vendors.

Airbus Helicopters provides 24hr service, 7 days per week. The CSR will be required to participate in the AOG/on-call rotation schedule which is set by the Commercial Office Manager. Upon completion of training, the CSR will be provided tools (mobile phone/laptop) enabling on-call access to respond to urgent customer calls after regular business hours/on weekends. Each rotation is 7 days.

MAIN RESPONSIBILITIES

Repair and Overhaul Services

- The CSR will be the single point of contact and ensure customer satisfaction is achieved for each transaction
- Understand AHCA offerings and evaluate customer needs in order to propose various Airbus Helicopters R&O service offerings – Repair, Overhaul, Exchange, Rental etc.
- Prepare RMAs for customer components/blades/equipment, provide estimated repair/overhaul pricing, turnaround times, provide quotations and prepare timely shipments/invoicing
- Ensure all information flows to the appropriate internal department and ensure paperwork, quotes are logged for action
- Prepare purchase and sales orders, track and follow all customer component movements and complete billings
- Verify credit and obtain deposits where needed
- Complete contractual agreements for exchange and rental equipment, verifying information and terms
- Track and monitor incoming exchange cores, follow up, ensure late fees are billed and overages are invoiced
- Generate Invoice/debits for flight hours on rental units, damages or overages



Spare Sales, Option Sales

- Discuss the client needs and/or customer orders and translate them into quotes and sales orders with the help of the technical representative when needed.
- Process the sale by entering the appropriate information into SAP and interface with the departments outlined in contact section
- As required, complete and dispatch NCRs for non-conforming parts received by customers and RMAs to authorize returns, generating credits when needed
- Track, daily, weekly, monthly open orders, backorders,
- Provide alternative part numbers/solution or escalation if needed
- Work with your customers to communicate on the value and advantage of providing forecasted orders and proactively manage customer order priority through discussion/negotiation
- Ensure all information flows to the appropriate internal department and ensure paperwork, quotes; purchase and sales orders etc. are duly filled and archived

Support and Service Requests

- The CSR will be responsible to create or act upon service request from their customer base. These requests require a solution or service from Airbus Helicopters Canada or its parent company
- You will create, organize, quote, track and invoice, through the use of Sales orders (SAP, Return material authorization (notifications), spreadsheet use, KPI and reporting Services range from urgent/AOG to annual in nature

Warranty

- Provide the customer with a single point of contact and ensure customer satisfaction is achieved by helping him process its warranty claim
- You conduct a preliminary review warranty claims for warranty period applicability, claim accuracy and completeness with the help of technical representatives if necessary
- Review the claim for validity, research original sale, history of part and Aircraft in terms of time, duration, usage and standard conditions of sale
- Complete warranty claim as required using required tools/CRM per the warranty processing procedure and forward to the appropriate departments:
 - You assess alternatives to warranty claims and communicate them with customers.
 - You discuss the client needs and direct them to business alternatives such as rentals, repair and overhaul or spare sale as required.
- You ensure all information flows to the appropriate internal department and ensure paperwork, quotes; purchase and sales orders etc. are duly filled and archived.



Maintaining Systems, Documentation, Files, and Communications

- Responsible for keeping databases used in the Customer Support Office up to date. The accuracy of your data entry is paramount as other departments rely on the information stored in these systems
- Customer communication is paramount, a large portion of time will be spent updating, phoning organizing and assessing with your customers

AOG Duties

- CSR's are responsible for providing urgent same-day solutions when customer's aircraft is grounded. Stock search, alternative parts search, higher assembly searches, network escalation or possible stock/aircraft cannibalizations may be required
- These activities will superseded daily activities and action will be needed for recovery which may include overtime
- CSRs will participate in AOG on-call rotation schedule consisting of a week shift of 24 hour on-call service in order to maintain around the clock coverage 365 days a year.
- These activities support all customer types including civil, and para-public such as ambulatory and police services. As this is a rotation the CSR will interact with the entire customer base beyond their established customer base

Customer Feedback

- As the key point of contact for their group of customers, you are to raise complaints and issues to be addressed at the management level to improve customer support.
- The CSR is responsible to track the complaint, communicate the progress and ultimately the closing to the customer
- If the resolution is not satisfactory the CSR is responsible to escalate and manage further actions as needed
- You are responsible to report on any sales opportunities, customer information or personnel changes as information is learned, to be maintained and recorded in your customer account files

Continuous Improvement

- All CSR's are responsible for participating in other projects (as required) related to continuous improvement of the processes and procedures of the Commercial Office and Airbus Helicopters as a whole
- Activities such as but not limited to daily/weekly SQCDP meetings
 - annual goal initiatives and review
 - KPI review and participation
 - Annual learning and training objectives Customer feedback and reporting



Education:

- University Degree or College Diploma in Business Administration

Experience:

- Experience using and ERP/MRP system an asset (SAP)
- CRM (Salesforce) experience an asset
- Previous customer support/account management experience is required

Knowledge, Skills, Demonstrated Capabilities:

- Intermediate computer skills
- Working knowledge of fax, scanners, and printers required
- Ability to multi-task and set priorities
- Ability to interface with other departments/colleagues to identify solutions
- Effective professional communication skills
- Accuracy in data entry and paperwork
- Strong problem solving ability
- Willingness to learn/develop new skills
- Excellent organizational and time management skills
- Exceptional attention to detail
- Ability to work independently under general supervision
- Excellent ability to adapt to new situations

Other Information:

Work schedule is Monday to Friday, full time employment (40 hours per week).