



## ***WE'RE LOOKING FOR A HEAD OF SUPPORT AND SERVICES POSITION LOCATION: FORT ERIE, ONTARIO***

The Head of Support and Services is accountable for the operational & financial performance of the S&S activities in Canada, including turnover, margin and working capital, in line with the AHCA/AHNA Group objectives. This position is responsible for deploying the S&S strategy for customer satisfaction in Canada, in full cooperation with the Head of Support and Services for the Region. This position is the senior leadership point of contact for Customers in Canada and is responsible for S&S business development activities in Canada including MRO.

### **MAIN RESPONSIBILITIES**

#### **Leadership and Strategy**

- Develop and manage the Support & Services activities in Canada.
- Develop and implement a customer satisfaction improvement plan, in full alignment with AHNA and AH worldwide Strategy.
- Deploy the MRO Strategy locally in North America and for global
- Support the new development for STC's and SB's for local and global, working closely with the HoR for connected services and HoR for technical support.
- Participate in the validation of pricing rules and guidelines proposed for all after sales products and services to be sold to customers.
- Evaluate the requirements of customers, participate in the definition of product improvements and STC and give guidance of market pricing.

#### **Customer Support and Relationship**

- Ensure good customer relationships (proactive communication, transparency, reactivity, relationship building measures, etc.)
- Continue to develop a clear and efficient front office for Canadian customers and assure appropriate staffing levels to ensure service level to customers
- Participate in the Customer complaints regular analysis meetings, drive customer irritants / actions closure, give guidance on market requirements and provide management with corresponding priorities.
- Consolidate the CRM in cooperation with the H/O Sales and Marketing.
- Ensure leads on all possible sales activities are identified; for Services, Optional equipment and Helicopter Purchases.



### **Spare Part Deliveries**

- Ensure spare part deliveries to customers in accordance with their request dates (Accountable for OTR5b as main metric of spare parts deliveries)
- Ensure communication with and transparency to customers in regard to spare parts deliveries
- Drive forecasting process for customer's spares needs
- Implement digitization of front office (e-ordering, Web MRO, etc.)
- Drive improvement initiatives in regard to the front office

### **Maintenance Repair and Overhaul**

- Implement the regional MRO strategy on the basis of the market forecast (business volume / services) and the Customer Centres capabilities/performance (current & growth potential for operations)
- Support the development of the R&O activities in North America.
- Develop and manage the Repair & Overhaul activities of AH Canada.
- Responsible for setting targets and challenging the profitability in Canada.
- Manage the allocated budgets and optimize the cost effective approach.
- Deploy and monitor KPIs.
- Participate in the preparation / reassessment of the business model in cooperation with Engineering & Programs, identify and bring forward after market opportunities that are in line with AHCA strategic objectives.

### **Technical Support**

- Ensure customer needs are fulfilled in a timely manner for technical support (accountable for tech support KPIs on TAT of technical events)
- Develop and manage the Technical Support to provide first class customer support
- Drive improvement of Tech Support at AHCA
- Implement digitization of tech support (further deployment of WebTek)

### **Position Requirements**

#### **Education**

- Bachelor's Degree Engineering / Licenced Aircraft Maintenance Engineer or 15 years of equivalent experience in lieu of degree



### **Experience**

- 10 years of experience in the field (performing/supervising) management experience
- Experience in Maintenance Repair & Overhaul
- Strong knowledge of Airbus Helicopters Range is required

### **Knowledge, Skills, Demonstrated Capabilities:**

- Ability to develop a culture of high standards, excellent quality and customer responsiveness
- Strong capabilities to drive project
- Demonstrated and apply international business knowledge
- Proactively address conflicts and problems
- Natural leadership skills
- Ability to work under pressure and deadlines
- Creative thinking

### **Technical Systems Proficiency:**

- Proficiency with Google suite
- Advanced computer skills
- SAP

### **Other Information:**

Work schedule is Monday to Friday, day shift, full time employment (40 hours per week). We offer a competitive salary, health benefits plan, company pension plan, stock options, service recognition awards and much more!