

Customer Service Representative - H+S Aviation, Portsmouth

H+S Aviation – what do we do?

H+S Aviation and sister company, Dallas Airmotive, are OEM-certified and dedicated to providing maintenance, repair and overhaul services for small gas turbine and turbofan engines used in aviation.

Do you want a flexible working life where you can juggle your work and home life equally? Our flexi hour/day banking system will give you the control you need! We treat all our employees fairly, equitably and with respect, we like to look after our employees at H+S Aviation, we offer you our perks discount scheme for hundreds of retailers and wellbeing support for you and your family 24 hours a day. If you stay with us for 5 years or more, we have long service recognition plus many other benefits including a Company Pension scheme matching your contributions up to 7.5%, and a non-contractual share save bonus scheme to help save for a rainy day.

About the role:

To provide a world class customer service experience ensuring that every aspect of a customer's requirements are met and exceeded. The role will act as a single point of contact for an assigned customer base.

- Provide a full customer service offering from raising projects, customer order planning, producing costings, resolving enquiries and maintaining excellent customer service
- Work as a team within your department and across the business
- Prepare and issue Customer Status Reports
- Maintain accurate records and customer database
- Produce commercial reports and statistics as required
- Prepare information for customer visits
- Maintain all project records for monthly financial reporting
- Administer exchange and/or rental transactions
- Adhere to customer/commercial targets
- Administer Warranties and other regulatory requirements
- Work closely with the sales organisation to ensure engines and projects are approved
- Maintain financial forecasts and support where required

What do we want to see from you?

- Customer account management experience
- Highly Numerate
- Customer service background

Interested in joining us... What's next? – To apply for the Customer Service Representative Role, please send your CV and cover letter to recruitment@hsaviation.co.uk by Friday 13th March 2020.

By applying for this role and/or submitting your CV, you are agreeing to the use of your personal data as detailed In your candidate privacy notice which can be found at <https://www.bbaaviation.com/~media/Files/B/Bba-Aviation/documents/privacy-policy/candidate-privacy-notice-bba-aviation-8-may-2019.pdf>. Please take a few moments to read our candidate privacy notice prior to applying.