

Customer Support Representative Team Leader (Maternity Cover) - 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 lead, motivate and develop the Customer Support team providing an effective commercial service. To provide sufficient resource and flexibility within the team to professionally satisfy commercial queries within agreed timescales.

- Set objectives for team members and review performance at regular intervals
- Train and develop team members in line with agreed objectives and implement individual training plans
- Implement improvement measures to ensure the team meets pre-agreed standards
- Ensure the team completes projects, costs estimate, invoices, reports and processes to required standards
- Liaise with customers to resolve commercial issues and negotiate cost effective business solutions
- Produce commercial summaries of customers work/account status making recommendations for improve customer satisfaction and H+S profitability
- Where necessary participate in customer meetings which may involve off site customer visits
- Maintain accurate repair/overhaul prices for all products, ensuring customer expectations and company profit margins are within agreed targets
- Manage direct Sales and Exchanges from order to dispatch including returns of unserviceable carcasses/cores
- Control the level of customer Work in Progress in conjunction with the Production Team
- Actively partake in the Production meeting process and debrief the Customer Support Team accordingly
- Produce monthly Commercial reports and statistics including forecasts and 'flash' results
- Control consignment stock policy, ensuring regular customer reconciliation process is in operation

What do we want to see from you?

- Financial and commercial awareness
- Minimum of 2 years' experience of leading a customer facing team.

Interested in joining us... What's next? – To apply for the Customer Support Representative Team Leader 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.

