



## Teamleader Fulfillment

### About Fokker Services

At Fokker Services, our drive revolves around one purpose: exceed reliability expectations to keep your aircraft where they belong, in the sky. As a Global Independent Aerospace Service Provider we create tailored solutions for your maintenance of regional, commercial and military aircraft. We engineer, repair, upgrade, and deliver high-quality solutions, innovating in multiple areas to facilitate and support your competitive operations. Our services range from type certificate holder-related product support services to flight hour based component availability and repair programs, spare parts, engineering, modifications and documentation support. The unique combination of OEM (design) expertise and after-sales support services makes us an essential partner for the aerospace industry. We have a global presence, with facilities in Europe, Asia and the Americas.

### Working With Us

What is the height of your ambition? Ours starts at roughly 30,000 feet and climbs from there. Few people know what it feels like to set their work in the sky. Others may have a hard time relating but your colleagues understand that when your work takes flight, so do you. Which is why our team leaders are so driven to support the development of your maximum potential. Together, your work will mix renewal with innovation, reinvention and repair to create tailored solutions that soar. Your entrepreneurial spirit will be given the space to manoeuvre, working with a team that is as open, transparent and engaged as you are. With Fokker Services, every action you take has a meaningful impact on a clients' success. It's this total combination, and the strength of the relationships formed through a shared dedication, that keeps hardworking talent here for 20, 30 plus years. Time enough to reach the height of your ambition, and discover what lies beyond.

### The Role

As Teamleader Fulfillment your role is to manage, coach and develop your cross functional team, existing of 6 Customer Support Representatives and 6 Operational Buyers. You lead towards business goals and organize, prioritize and plan the team's work, and assume accountability for their performance towards internal and external customers. The role is pivotal in creating alignment between the various stakeholders. As such, the Team Leader is expected to perform basic analysis, both to identify opportunities, and to create reports to its stakeholders about the current state of affair. Additionally the role requires the team-leader to represent the team in (cross) departmental meetings/events and actively engage with Operations-, Procurement-, and Commercial-stakeholders to maximize the operational performance. This also applies for external representation towards both the supplier as well as our customers.

### The Team

The Fulfillment team is one of three Fulfillment teams, and part of the Operational department of Fokker Services. You have two peers managing the other Fulfillment teams, and manage a team of 6 Customer Support Representatives & 6 Operational Buyers. Your CSR's are responsible for managing the customer needs and driving customer satisfaction, while your Operational Buyers are responsible for procuring parts and services to meet our customers needs.

### Key Responsibilities

- Be a (people)leader to a multi-disciplinary team covering: Customer Support and, Operational Buying. Lead towards business goals; Organize, Prioritize and Plan your team's work;



- Build and maintain customer relations. Ensure alignment on desired and actual delivery performance, as well as quality levels. Represent your team, and act as 1<sup>st</sup> level of escalation for your customer. Ensure effective change management.
- Ensure alignment on performance. Exchange insights into account development, and agree on customer approach. Escalate customer disputes.
- Provide insight into performance and opportunities to improve (CI). Cooperate to ensure effective change management and contract introductions
- Ensure alignment on supplier performance. Exchange insights into account development, and agree on supplier approach. Escalate customer disputes.
- Ensure policy deployment in accordance with FS guidelines set by Manager SCM and Manager Fulfillment. Actively engage in continuous improvement projects. Escalate supply-chain related issues.
- Influence operational and performance by planning and prioritizing your team's work and order portfolio.
- Influence financial performance (GM%, REV) by installing financial incentives within the boundaries of the commercial governance structure.
- Negotiate claims from both suppliers and customers' boundaries of the commercial governance structure.

### Experience & Qualifications

- Bachelors' (HBO) degree, or equivalent, in a technical/commercial discipline;
  - Minimum of 3 years relevant work experience in managing (cross functional) teams;
  - Minimum of 5 years relevant work experience within a commercial/customer focused role (demonstrate commercial savviness);
  - Excellent communication, stakeholder management & influential skills;
  - Excellent negotiation skills;
  - Relevant (hands-on) technical experience and understanding product portfolio;
  - Excellent analytical skills; Proficient in using MS Excel and MS PowerPoint;
  - Experience in continuous improvement projects and optimizations;
  - Demonstrated knowledge of shop processes and work order execution processes;
  - Demonstrated knowledge of Customer Support Processes;
  - Demonstrated knowledge of Supply Chain Operation;
  - A broad understanding of the aerospace market and component maintenance within subject area
- **Desirable:**
    - IPMA-D
    - Lean Six Sigma Greenbelt

### What We Offer

The CLA Metalelektro applies. This consists of the following:

- A competitive salary;
- When working fulltime (40 hours);
- You have 29 holiday days and 13 ADV leave days per year;
- Career opportunities;
- A lot of professional and personal growth and lots of freedom.

This position is open for both internal and external candidates. You can send your cover letter and to Charlotte Zohlandt, Manager Fulfillment, [charlotte.zohlandt@fokker.com](mailto:charlotte.zohlandt@fokker.com).



### **Additional Information**

As a global engineering company, innovation is what differentiates us from our competitors and is central to our success.

Our goal is to embrace the human attributes that make each of us unique, to value those attributes and their uniqueness, and to create an environment where everyone feels welcome to contribute.

A balance of cultures, ethnicities and genders help bring new ideas and creativity to our company. We need people of different backgrounds, with different skills and perspectives to spark originality, imagination and creativeness in our teams around the world.

We treat all our employees fairly and are committed to ensuring that there is no discrimination or harassment against any employee or prospective employee on the grounds of gender, sexual orientation, disability, religion, color, race or national or ethnic origin.

We do not appreciate commercial responses to the vacancy. Only direct applications will be taken into consideration. Recruiters or agencies will not receive a response.