



## Customer Support Representative

### The Role

Possess the ability to drive customer satisfaction, performance and ensure effective account management. Be (first) point-of-contact for all customer enquiries. Display a customer centric, yet commercial savvy attitude. Communicate proactively and align customer priorities with operational capabilities.

### The Department

The Fulfillment department is part of Fokker Services Operations and consists of multi-functional teams of both Customer Support Representatives and Operational Buyers. These teams each focus on a specific segment of our business defined by the product-customer combination. The Customer Support Representatives is the link between the customer and the procurement department and responsible for the on-time delivery of customer orders for roughly all products and services of Fokker Services (Spares, exchanges and repairs). Through continuous improvement on processes and services, the Customer Support branch strives to guarantee the ultimate Customer experience.

### Key Responsibilities

- Perform day-to-day order management duties on an accurate and timely basis from order entry up to on-time delivery for an assigned group of customers.
- Correlate job costs with BOM and costing matrix to provide price quotation to customers directly or through sales organization regarding the repair cost.
- Work with internal cross-functional teams to ensure that all customer requirements are met.
- Communicate and follow-up with customers directly or through sales organization on commercial/technical requests, order status, quote approvals and routine issues.
- Monitor orders with the use of reports to ensure minimum oversight on TAT and performance related fields.
- Develop and maintain relationships within the various assigned customer organizations.
- Ad-hoc projects and tasks as required supporting business requirements.

### Experience & Qualifications

- At least 2 years' experience in customer services in Aviation industry preferred.
- Customer- and service orientated, have a commercial drive and a problem-solving mentality
- Good Presentation and Communication skills
- Able to perform under pressure in stressful situations
- Open minded, self-motivated, innovative and is a team player
- You have good analytical skills, in addition to a practical solution orientation
- Valued competences: accountability, cooperation, adaptability, flexible behaviour, workmanship, customer orientation, initiative, focus on quality, commercial power
- Working Location: Seletar Aerospace Park

### To apply

Please assist to send your detailed resumes to : Ms Chevan Leow (HR Manager) [chevan.leow@fokkerservices.com](mailto:chevan.leow@fokkerservices.com).