

AOG Support Representative

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 an AOG Support Representative, it is your job and responsibility to provide our customers with the best possible solution to solve their AOG situation while at the same time keep cost at a minimum for Fokker Services. You work in a 24/7 shift roster with your AOG colleagues while you are constantly in contact with Customers and your Fokker (Customer Support) colleagues around the Globe (USA, Singapore and the Netherlands) to provide the best possible service.

Next to that you will also be fully capable to perform all other required duties such as, but certainly not limited to, arrange transportation import & export by road and air, be able to receive, inspect, release and certify goods in accordance with EASA Part21.G. When there are no AOG situations, you will support your colleagues with all kinds of logistics and or sales tasks.

The Team

The AOG Team operates within the Physical Distribution department, which is part of the total Supply Chain and Operations department. With your direct AOG & other colleagues, you manage all logistic activities as required and in addition step into entrepreneurial operational sales or buying role to solve your AOG situation.

Key Responsibilities

- Be the (first) point-of-contact for all customer enquiries outside regular office hours.
- Actively engage with customer/supplier to deliver on the promise
- Independently assess and handle AOG requirements
- Book Customer Sales & Exchange Orders
- As required pick & collect parts to fulfill Customer Orders
- Process, inspect and certify aircraft parts (EASA Part21.G)
- Arrange shipping & export of (AOG) shipments
- Perform Incoming Inspection of Aircraft Parts
- Place (AOG) purchase orders in the Aerospace Aftermarket as required

Experience & Qualifications

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- Bachelor level in technical, commercial or logistics area) is required; obtained either through education or work experience
- Preferably experience in aerospace logistics
- Customer centric, yet commercial savvy attitude
- Technical & Commercial insight
- Knowledge of Import & Export Compliance Legislation
- Knowledge of Aerospace Legislation EASA Part21.G
- Requirement to pass internal training program to be licensed as certifying staff
- Fluent in Dutch & English

What We Offer

The CLA (CAO) Metalelektro applies. This consists out of the following:

- A competitive salary;
- Because of the 24-hour shift roster, a shift supplement is applicable.
- When working fulltime (40 hours), you have 27 holiday days and 13 ADV leave days per year (which are scheduled in the shift roster)
- Career opportunity's;
- A lot of professional and personal growth and lots of freedom.

We are recruiting both internally and externally. You can send your cover letter and resume to Mr. Theo Uijterwaal, Team Leader Outbound & AOG Support theo.ujterwaal@fokker.com before date July 1st 2021

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