



Customer Support Manager Material Services Hoofddorp / Woensdrecht

The Role

As our Customer Support Manager of Material Services, you are responsible for the daily management of a team of Customer Support Representatives located in different facilities and countries. You will assume accountability for work delegated to your team-members to ensure performance in accordance with service level towards the customer. You drive performance (OTD%, GM%, Quote hit rate) via operational management and continuous improvement, including (basic) performance reporting towards internal and external stakeholders. You will represent your team in (cross) departmental meetings/events and actively engage with Operations, Programs and Commercial-stakeholders to maximize the operational performance of the Material Services business.

The Team

You will be an active member of the Material Services team at Woensdrecht, Hoofddorp and Singapore. You will report to the Head of Programs. You will manage a team of 12+ Customer Support Representatives whilst having a full knowledge of the ERP and sales process in order to drive process improvement and/or back up some of your team member. You will work closely with the team of Program Managers and Product Managers.

Key Responsibilities

- You lead towards business goals; Organize, Prioritize and Plan your team's work
- You assume accountability for work delegated to team-members;
- You will ensure compliance with internal and external service levels;
- You maximize Revenue and Gross Margin within the operational boundaries set;
- You will perform analysis to identify opportunities to improve OTD%, GM% and quote success rate and translate insights into concrete actions to ensure opportunities materialize;
- You deliver performance reporting (KPI and PI) for both internal/external stakeholders;
- You will represent your team in (cross) departmental meetings (Case Management, Customer Program Review);
- You actively engage with Operations, Programs and Commercial-stakeholders to maximize Performance, which include using market intelligence tool and advanced analytics support.
- You are the first point of escalation for both internal stakeholders (Sales, Program & Products Managers, MRO Operation), and external stakeholders (Customer and Suppliers);
- You support your team and external stakeholders (customers/suppliers) in navigating and improving systems, policies, and processes;
- You coordinate (new) account and contract implementations;
- You act as back-up for you team-members when the workload demands it;
- You strive for Continuous Improvement, act as a CI facilitator and encourage your team members to identify improvement initiatives within their work scope;



- You will manage annual 100% completion of Performance Development Process Cycle for assigned Team;
- You will lead by example in adhering to the organization's export compliance and quality policies;
- You will balance your presence at both locations in the Netherlands, to regularly be present physically with the teams;

Experience & Qualifications

- An HBO degree, or equivalent, in a technical/commercial discipline;
- A minimum of 3 years relevant work experience in managing (cross functional) teams;
- A minimum of 5 years relevant work experience within a commercial role (demonstrate commercial savviness);
- You have excellent communication, stakeholder management skills
- You are an excellent negotiator;
- You have relevant (hands-on) technical experience and understanding product portfolio;
- You have excellent analytical skills and are data driven and proficient in using MS Excel and MS PowerPoint;
- You have experience in continuous improvement projects and optimizations;
- You have demonstrated knowledge of shop processes and work order execution processes;
- You have demonstrated knowledge of Customer Support Processes;
- You have the ability to look for ways to add value beyond customers' immediate requests and acts on them;
- You have a broad understanding of the aerospace market and component trading within subject area;
- IPMA-D (desirable);
- Lean Six Sigma Greenbelt (desirable).
- You master both the Dutch and English language in oral and written communication

What we offer:

Working at Fokker Services Group gives you the opportunity to work in a dynamic and entrepreneurial environment, with innovative thinking and cooperation with a no-nonsense culture as the core. You will be guided by professional and dedicated colleagues, which will give you the knowledge and experience to further boost your career.

We also offer you:

- A competitive salary matching your knowledge and experience;
- Flexible hours and hybrid working from home;
- When working fulltime (40 hours), you have 27 holiday days and 13 ADV leave days per year;
- A challenging international working environment;
- Company laptop and phone;
- An insider's look into the innovative world of aviation;
- A lot of room for professional and personal growth;
- Fun colleagues (trust us, we're not biased).



About Fokker Services Group

At Fokker Services Group, our greatest purpose is to exceed reliability expectations, keeping customer aircraft where they belong - in the sky!

An aftermarket integrator with design, production, maintenance, and airworthiness expertise and experience, on which commercial and defense operators around the world rely for the continued competitive operation of their fleet. Unique independent competence for comprehensive single source solutions with a global presence, with facilities in Europe, Asia and the Americas. The Fokker Services Group has a profitable revenue of Euro 250M and employs around 1000 people.

Our Values

As a High Performance Organization, our core values shine through in everything we do:

Customer Focus

We meet and exceed our customers' expectations by offering unique and personalized solutions. Creating clear expectations and building a sustainable relationship based on quality, safety and trust is what we value most.

Innovative Thinking

Our success is based upon an innovative mindset. We identify and create new opportunities, products and customer solutions by being brave, daring to lead and making decisions. With our entrepreneurial and growth mindset, we explore and learn ways of doing things differently every single day.

Global Excellence

We strive for quality, reliability and excellence. Together we create a high-performance culture in which digital transformation, continuous learning and improvement is key. Sharing knowledge, and working cross functionally helps us to inspire and achieve our shared goal; to exceed expectations and keep aircrafts where they belong; in the sky!

We Care

Our people are at the heart of our organization. Only when we work together can we create an inclusive and respectful work environment in which we motivate, support and inspire each other. We make a difference by being open, honest, respectful and empathetic towards each other. Safety, quality and trust are paramount.

Interested?

If you feel like you can contribute to the growth of our company by taking up this challenging job, we are looking forward to your application! You can send your application to

Didier.soelman@fokkerservices.com or check out our LinkedIn page for more information.