



## **Customer Support Representative**

### **Hoofddorp**

#### **The Role**

As a Customer Support Representative, you are responsible for the operational management of a portfolio of customer accounts, covering end-users and brokers within the Commercial- and Defense aerospace industry worldwide. Within the fulfillment team Transactional the biggest goal is to win new transactional customers, drive our surplus sales and trade within the market and where possible develop customers into key accounts. Together with colleagues, you will take care of the order process for the product lines Spares, Exchange and Repair. Within this setting, you will function as a connector to tie all ends together, representing the customer within the organization and the other way around. You report to the Team leader Fulfillment of the Transactional/Defense Team. Within this role you will maintain a direct communication line to our Sales organization.

#### **Key Responsibilities**

- Respond to supply and demand on the aviation market.
- Identify and enable business growth opportunities
- Take initiative to bring in new customers from our sales funnel or data driven leads, follow-up to score concrete sales cases
- Build transactional opportunities up towards a sustaining business
- Responsible for managing the tail-to-end order process for the product lines Spares, Exchange and Repairs
- Operationally managing customer accounts
- Take responsibility on ongoing issues on key accounts and take initiative to propose improvements where needed.
- Responsible for monthly report out on key customer accounts (both internally and towards the customer): communication on order status and performance
- Monitoring and improvement of customer satisfaction
- Sharing quotes with the customer and managing their status
- Warranty handling and warranty claim settlement
- Following up on and coordinating customer questions and complaints

#### **What are we looking for?**

- We are looking for an enthusiastic Customer Support colleague, who has HBO professional- and intellectual level within the aerospace industry or logistics
- You are customer- and service orientated, have a commercial drive and a problem solving mentality
- You master the Dutch and English language fluently (both spoken and written)
- You are commercially savvy and understand customer needs and requirements
- You have a flexible attitude and can perform under pressure in stressful situations
- You can work well both independently and in a team
- Change energizes you and you are creative



- You have good analytical skills, in addition to a practical solution orientation
- Valued competences: accountability, cooperation, adaptability, flexible behavior, workmanship, customer orientation, initiative, focus on quality, commercial power

### **What We Offer**

- A space within a team of talented specialists who are eager to share their knowledge and experience, but also want to learn from you
- Room for professional and personal growth and a lot of autonomy
- Career opportunities

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

- A competitive salary
- When working fulltime (40 hours), you have 27 holiday days and 13 ADV leave days per year

### **About Fokker Services Group**

Aftermarket integrator with design, production, maintenance and airworthiness expertise and experience, where commercial and defense operators around the world rely on, for their 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.

### **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 maneuver, working with a team that is as open, transparent and engaged as you are. With Fokker Services Group, every action you take has a meaningful impact on a customer's 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 Department**

The Fulfillment department is part of Fokker Services Operations and consists of multi-functional teams of both Operational Buyers and Customer Support Representatives. These teams each focus on a specific segment of our business defined by the product-customer combination. The Customer Support Representatives operate as a single-point-of-contact desk for customers and manage the order intake for roughly all products and services of Fokker Services (amongst others spares, exchanges and repairs). Through continuous improvement on processes and services, the Customer Support branch strives to guarantee the ultimate Customer experience.



## **Contact**

Are you interested in applying for this role? You can send your cover letter and resume to [esther.hezemans@fokkerservices.com](mailto:esther.hezemans@fokkerservices.com).

For more information on the contents of this role description, you can reach out to Dirk Hanenberg at [dirk.hanenberg@fokkerservices.com](mailto:dirk.hanenberg@fokkerservices.com) and Michel van Glasenap at [Michel.vanGlasenap@fokkerservices.com](mailto:Michel.vanGlasenap@fokkerservices.com).

## **Additional Information**

*As a global 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 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.*