



Teamleader Fulfillment

About the role

As our Team Leader fulfillment, you are responsible for the daily management of a cross-functional team (6-12FTE). The covering functions in your role are Customer Support and Operational Buying. 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% and GM%) 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-, Procurement-, and Commercial-stakeholders to maximize the operational performance.

Your 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 (basic) analysis to identify opportunities to improve OTD% or GM%, 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, Supplier Program Reviews);
- You actively engage with Operations-, Procurement-, and Commercial-stakeholders to maximize Performance;
- You are the first point of escalation for both internal stakeholders (Sales, Procurement, Program Management, MRO Operation), and external stakeholders (Customer and Suppliers);
- You support your team and external stakeholders (customers/suppliers) in navigating 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;

What do you need to be successful in this role?

- 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 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 and Supply chain operation;
- 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 maintenance within subject area;
- IPMA-D (desirable);
- Lean Six Sigma Greenbelt (desirable).

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.

More information

For more information you may contact Charlotte Zohlandt via charlotte.zohlandt@fokkerservices.com. This role is graded in CLA K, L1, OR L2, depending on your experience

For questions about the application procedure, please contact Didier Soesman (Recruiter) didier.soesman@fokkerservices.com. We are looking forward to your application.