



Manager of Customer Support Component Maintenance Repair & Overhaul (CMRO)

The Role

As our Manager of Customer Support for CMRO, you are responsible for the daily management of a small team of Customer Account Managers (CAMs). You will assume accountability for work delegated to your team-members to ensure performance to defined customer service levels. You drive performance (OTD%, GM%, Quote Accuracy) 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 LaGrange CMRO business.

The Team

You will be an active member of the CMRO team at our LaGrange, GA facility. You will report to the Head of Programs, U.S. You will manage a team of 8+ CAMs while having a full working knowledge of the ERP and sales process in order to drive process improvement and/or back up some of your team members. You will work closely with the teams from Supply Chain, Operations and Product Management to ensure delivery on customer commitments.

Key Responsibilities

- Lead team to achieve defined business goals; Organize, Prioritize and Plan your team's work
- Assume accountability for work delegated to team-members
- Ensure compliance with internal and external service levels
- First point of escalation for both internal stakeholders (Sales, Program & Products Managers, MRO Operation, Supply Chain), and external stakeholders (Customers)
- Maximize Revenue and Gross Margin within the operational boundaries set
- Perform analysis to identify opportunities to improve OTD%, GM% and quote success rate and translate insights into concrete actions to ensure opportunities materialize
- Deliver performance reporting (KPI and PI) for both internal/external stakeholders
- Represent your team in cross-departmental meetings (Case Management, Customer Program Review)
- Actively engage with Operations, Programs and Commercial-stakeholders to maximize performance, which include using market intelligence tools and advanced analytics support
- Support your team and external stakeholders in navigating and improving systems, policies, and processes
- Coordinate (new) account and contract implementations
- Provide back-up for your team-members when the workload demands it
- Act as a Continuous Improvement facilitator and encourage your team members to identify improvement initiatives within their workscope
- Manage annual personal and professional development objectives with team members, deploying and monitoring strategic initiatives in annual performance objectives for assigned Team
- Lead by example in adhering to the organization's export compliance and quality policies



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Required Qualifications

- Demonstrated knowledge of Customer Support Processes
- Excellent communication, stakeholder management skills; an excellent negotiator
- Team outcome focused with Positive attitude/energy
- Relevant hands-on technical experience and understanding of product portfolios
- Financial acumen to calculate and report on program/team performance and determine cause/recovery when key metrics are not being met
- Highly proficient analytical skills in using MS Excel and MS PowerPoint with data driven focus
- The ability to find ways to add value beyond customers' immediate requests and act on them
- Experience in continuous improvement projects and optimizations
- A broad understanding of the commercial aerospace market within application of Key Responsibilities
- Exceptional verbal, written, and presentation communication skills with primary audience being mid-level management (internal and external)

Preferred Qualifications

- Direct experience in commercial CMRO aviation industry
- Demonstrated knowledge of shop processes and repair order execution processes
- Lean Six Sigma Greenbelt

Experience Requirements

- Bachelor's degree in a technical or business discipline, or equivalent additional work experience
- 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)

What do we offer you?

- Enter additional points
- 401k with company match
- Medical, Dental and Vision
- ST/LT Disability, life insurance and AD&D policies company paid
- Optional supplementary coverages
- EAP program
- Paid time off
- Employee Incentive program



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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 sole source solutions with a global presence, with facilities in Europe, Asia, and the Americas.

Our Values

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

- **Customer Focus:** We do all we can to meet the needs of our customers by offering unique and customized solutions. We understand the importance of delivering a truly collaborative experience, and value building sustainable relationships based on quality, safety, and trust.
- **Innovative Thinking:** By driving leading proprietary positions within chosen markets, we engage and excel in innovative thinking. We dare to lead and make decisions.
- **Global Excellence:** In the pursuit of excellence, we are continuously improving by working cross-functionally and inspiring each other to achieve our shared goals. Further, we work with the highest safety standards and provide our employees with opportunities for personal development and learning.
- **We Care:** We embrace 'doing the right thing' by embodying diversity, equity, and inclusion in the workplace. This means that we are open, honest and take the time to listen to each other.