



## Customer Support Representative

### The Role

As a Customer Support Representative, you are responsible for the operational management of a portfolio of customer accounts, consisting of a mix of Airlines, Aircraft Manufacturers and 3<sup>rd</sup> party shops. Within the contracted customer support team the biggest goal is to deliver customer repairs on time and for the right price. Together with your colleagues, you will take care of the order process for the product line Component Services, consisting of both outsourced and inhouse repair orders, as well as offering exchanges. 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 Manager Customer Support within the Component Services business line. Within this role you are in direct communication with our customers and internal stakeholders.

### The Department

The Component Services Customer Support department is part of Fokker Services Operations and consists of a team focused on our inhouse MRO customers as well as your team, which focuses on the Contracted Program Customer. These teams each focus on a specific segment of our business defined by the product-customer combination and work closely together with our inhouse repair shops as well as the operational buyer team who outsource part of the repairs.

The Customer Support Representatives are essential for linking the customer and the procurement department and responsible for the on-time delivery of customer orders for roughly all products and services of Fokker Services (Spares, exchanges, and repairs). Through continuous improvement on processes and services, the Customer Support branch strives to guarantee the ultimate Customer experience.

### Key Responsibilities

- 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.



### **Experience & Qualifications**

- We are looking for an enthusiastic Customer Support colleague, who has an HBO professional- and intellectual level and preferable experience 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 behaviour, 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) Meta-elektro applies. This consists out of the following:

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

### **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.

### **To apply**

For questions about the application procedure, please contact Marten van Gent (Talent Acquisition) [marten.vangent@fokkerservices.com](mailto:marten.vangent@fokkerservices.com). We look forward to your application!