

We're looking for a Senior After-Sales Customer Service Rep to join our team.

So if you or someone you know is qualified, then we want to hear from you!

Reporting to the Supervisor of the Commercial Office, the Senior After-Sales Customer Service Rep is the senior support person for the Customer Service Reps in our Commercial Office After Sales Team. You will provide leadership and support ensuring all points of customer service interface receive best practice attention, ensuring team training, access to information, and collaboration with internal departments to provide customer satisfaction. A progressive individual, you possess a strong sense of accountability that showcases your motivation for success.

- Support and motivate team of Customer Service Representatives (FE/VAN/MTL) and their interface with various internal departments
- Ensure timely provision of service to our customers (Repair and overhaul quotes, training administration, option sales, spares sales, warranty administration)
- Manage priorities within the department (Aircraft-On-Ground Priorities, spares & options sales, quotes and parts tracking) and liaise with internal departments to ensure timely follow up and resolution to outstanding issues
- Weekly review of open issues and proposal for resolution
- Propose training of team on best practices to enhance the customer experience; review and improvement of internal processes involving team members for solutions
- Provide forecasting of various sales components on a quarterly basis updating as required after quarterly review
- Review and resolve customer complaints to customer satisfaction
- Ensuring updated sales activity is recorded in a timely accurate manner

If your track record shows you can ...

- Provide leadership and expertise to Customer Service Reps to maximize customer satisfaction with service
- Collaborate with departments for the production and service forecast requirements using MRP/ERP tracking systems (Cincom) to manage forecasts; communicate priorities to departments providing all necessary information
- Effectively arbitrate service issues exercising tact, judgment and diplomacy in a customer-centric environment in a professional manner
- Review training and processes and make recommendations for enhancing customer service; coordinate the implementation of enhancements
- Develop competitive quotations in an expedited accurate manner ensuring all service requirements are considered, with excellent follow through
- Multi task and meet competing deadlines with excellent organization skills

And if you have...

- Diploma/degree in sales, manufacturing, operations management or a related discipline
- 5+ year's experience in a similar position and an after-sales market environment
- Proficient MRP or ERP working knowledge
- Proficiency in Siebel or CRM equivalent, and Microsoft Office 2010 applications
- Fluency in French-English is preferred

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To apply for this position, please send an up-to-date resume and cover letter to HR@eurocopter.ca by August 30, 2012