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## **Program Coordinator, CRJ200, Supplier Liaison and Warranty Administration-AER08211**

### **Description**

We have an immediate opening for the position of **Program Coordinator, CRJ200, Supplier Liaison and Warranty Administration**, reporting to the Manager, Supplier Liaison and Warranty Administration.

### **Responsibilities:**

- Supplier Liaison and Warranty focal for CRJ200 program
- Responsible for the coordination of logistics for fleet wide issues for commercial aircraft customers
- Development and execution of logistical strategy to support and implement program change into commercial aircraft fleet
- Ensure Fleet Implementation of key airworthiness and reliability campaigns, ensuring both suppliers and operators are performing as per committed scheduled
- Provide support from a Supplier Management perspective while ensuring the voice of the customer is represented in strategy development
- Attends, takes and reports out on actions from Aircraft Programs Review and Change Management Team
- Attends, takes and reports out on actions from Commercial Aircraft conferences including; Aircraft Economics Working Group, Technical Steering Committee
- Identifies key program level issues that affect Commercial Aircraft Customers - warranty policy determined by programs, supplier strategy around fleet issues - ensuring customers have satisfactory support financially and logistically
- Translates BA Programs Warranty Strategy and contractual obligations into policy guidelines used in the administration of the warranty budget
- Oversees high visibility complex issues and provides support and guidance to ensure fleet support
- Escalate within Bombardier Internal departments (In-

Service Engineering, Technical Help Desk, Maintenance Engineering, Parts Logistics, Programs, Engineering) to assist with complex customer issue resolution

- Supports the Supplier Support Working Group, including presentation reviews and on-site visits and facilitates Supplier reviews to ensure action plans are on track

### Qualifications

As the successful candidate you have a minimum of three years Customer Service experience. You must also possess a Technical or Business Degree, or additional 5 years of relevant industry experience, preferably in a program-project management / supply chain / technical role. The successful candidate must also demonstrate strong leadership, perseverance, entrepreneurship and innovation skills. You have excellent communication, presentation and project management skills. Experience in product support, procurement, program/project management and contracts interpretation would be an asset. Ability to travel extensively, International travel is required in this position.

**Job Customer Service**  
**Primary Location** CA-ON-Toronto  
**Organization** Aerospace - Toronto Plant  
**Schedule** Full-time  
**Shift** Day Job

**Job Posting** 08.09.2009  
**Unposting Date** 22.09.2009

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