

BOMBARDIER

SALARIED OPPORTUNITY

Post: September 11, 2009
Remove: September 25, 2009

CUSTOMER ACCOUNT MANAGER – PARTS LOGISTICS

We currently have an opening for a Customer Account Manager in our Parts Logistics department. The primary objective of this position is to provide CRJ and Dash 8 Customers with complete management services pertaining to all their Spares orders. Reporting to the Supervisor, Customer Account Services, you will be responsible for work in the following areas:

Responsibilities:

- Manage the workflow of a Customer Account Services Team in conjunction with Company policies, procedures and standardization processes.
- Ensure the relevant administrative support is provided to all Customers with particular emphasis on all aspects of the order process, including: Quotations, Material Return Authorizations, Accounts Receivable issues and Back Order Management.
- Engage in proactive customer contact, displaying personal care and concern for customer's operations.
- Produce weekly and monthly Governance to measure overall performance of the Customer Account.
- Provide strategic leadership with respect to order book management.
- Participate in Customer QRT calls and Dashboard reviews.
- Lead and participate in Customer Meetings.
- Understand and ensure Customer contractual commitments are being met.

Qualifications:

As the successful applicant you have a Bachelor's degree (Business preferred) or equivalent work experience, with a minimum of 5 years experience in a customer service role. Experience in the manufacturing industry and an understanding of Commercial Aircraft After market preferred. Strong and comprehensive knowledge of Bombardier Aircraft systems, manuals and drawing systems would be an asset. You must have demonstrated leadership skills with the ability to build strong teams. You have a strong ability to organize, prioritize and handle multiple time-sensitive tasks in a demanding environment. As a strong communicator you will use your skills for your interaction both internally and externally. Knowledge of overall company policies and procedures as well as bilingualism are considered assets.

**You may apply online to the position via B-NET Career Opportunities
referencing AERO #8226 .**

**Or your application can be submitted directly to the Employment Office or by fax
416-375-4501, using the "Salaried/Union Application form", no later than 4:00 PM on the
date of removal.**