

Job offer details : CUSTOMER SUPPORT DIRECTOR

Recruiter	SAFRAN 
Address	501, Tower B, Jiaming Center, No.27 Dongsanhuan North Road, Chaoyang District, Beijing 100020, China
Zipcode	100020
City	Pékin
Reference	25D1755590224
Title of the Offer	CUSTOMER SUPPORT DIRECTOR
Description of the mission	The Customer Support Director is responsible for monitoring and ensuring customer satisfaction to the best of Safran Nacelles' economical interest. end-user customer (airlines, MRO) and the back-office organization. Be the voice of the customer internally and represents Safran Nacelles in front of the customers. Due to the nature of the function, the CSD may be solicited by Customers or Safran Nacelles Support & Services team out of standard business hours. 1. Manage Customer Support Operations & Services Contracts - Representation of the Voice of Customer within SNA. - Representation of the SNA voice within the Customer. - Ensure the appropriate quality level in our Customer Support & Services Contracts procedures. - Drive and coordinate the Support and Services Contracts activities of the Customer Team (CSD, FSE, SD) and back-office (Sales Admin, Warranty, MRO ...) in order to maintain SNA products in operational condition and ensure the respect of our contractual obligations towards customer. - Ensure timely reports on technical, commercial, spares, legal, financial, quality issues & maintenance planning, including operational data to update Fleet Data Center. 2. Prepare the Entry Into Service - Lead the EIS preparation to the Customers as per formal SNA milestones (J1 to J5 toolgates). - Familiarization of the Customers with SNA EIS processes. - Manage and promote the IP Rec. (y/c MRC). - Ensuring a local relationship during the critical EIS phase. 3. Manage the Specific Services Contracts Activities - Ensure the ability of SNA to provide the Service as per signed contract. - o Manage SG3 to SG9 tollgates. - o Lead the operational reviews. - o Define and share internally and with the Customer the contract Economic Conditions once a year (contractual yearly escalation). - o Define and update specific contracts KPI's external). - Contribute to annual profitability study review for PBH contracts. - Identify commercial opportunities further to customer feedback. - Manage Contract Turnover and profitability as per profitability study. - o Define action plan to improve financial performance of contract activities. - o Review and validation of MRO quotes. - Organize contract review with customer (annual basis). - Make sure all contractual obligations are respected by SNA and the Customer. - Follow-up invoicing process (monthly fees, PBH calculation, etc.). - Define and deploy process for specific contract requirements. - Perform risk analysis as necessary. 4. Manage the Customers relationship - Lead long-term relationship with the Customers based on mutual confidence. - Establish and maintain Customer relationship and represent SNA at all levels inside the Customer - Coordination of Satisfaction improvement plan with the Customers. - Organize SNA management venue (logistic, meetings, interview...).

- Bring support to Sales Director during Service offers preparation.
 - Involvement in Customer Contract evolution (modifications, amendments) under Sales Direction responsibility.
 - Keep back offices / «veille» informed about any news: Airline, aero industry, fleet update, new purchase.
5. Bring advice in day-to-day Customers operations in order to avoid any potential disruptions (D&C, AOG...) due to SNA equipment
- Regular meetings with Customers (engineering, planning, quality, procurement).
 - Report any potential problem seen on wing or before/after SB implementation to back-offices. (track implementation in line with SB classification)
 - Weekly meetings with FSE & Customer Team.
 - Help the SNA finance department to recover the unpaid invoice or to clarify the dispute.
6. Render the necessary assistance towards the maintenance of SNA equipment
- Assistance to Safran Nacelles MROs: feedback on MRO activity with Front-Office support.
7. Anticipate & identify any potential problem, events or opportunities on technical, spares or commercial matters relating to the maintenance & operation of SNA equipment
- Check spare delivery (IP, mandatory SB).
 - Provide SD with information leading to commercial opportunity.
 - Bring support to SD during Service Offers preparation.
8. Lead the relevant processes
- Appropriation of tools and process related to Customer Support activities.
 - Proposition and implementation of improvement actions.
 - Implementation and update of Customer Satisfaction metrics.
9. Reporting
- Issue and distribute a post-visit report to SNA team.
 - Weekly update of the Customer Team slide deck for its customers.
 - Weekly update of the technical events for the FSE report.
 - Maintain and present up-to-date dashboards per customer.
 - Monitor and report customer satisfaction on a monthly basis.

Type of contract CDI

Teleworking Not specified

Location Shanghai ☐ ☐

Country China

Region Shanghai

Sector Aircraft - Space - Transport equipment