



Manager, Customer Business

Responsibilities

- The control, administration and allocation of duties of all staff under his/her charge
- Ensure smooth operations management of engines induction process, of engines in, through, and out of SAESL, to maximise customer satisfaction
- Resolving issues raised during the engine shop visit and lead investigations into customer issues
- Decision making on engine build/test priority and for component/module swaps
- Implementation, in conjunction with production personnel, of work scope, service bulletins, minimum modification and build standards to maximise reliability and maintaining a competitive cost of ownership
- The professional leadership on specific and assigned account and the administration and management of all aspects of customer support services applicable to that customer or group of customers
- The preparation and management of all contractual, production, performance, delivery and maintenance strategy of his specific customer group. Responsible for invoicing, pricing structure and contracts in lieu of SAESL operations
- Ensuring that production engineering provides the formalised process documents for the engine, module and / or component as these progressed through the facility
- All necessary customer support functions as are required to meet customer requirements and expectations, and to establish sound relationships with customers, particularly with personnel involved with engine operation and management
- To ensure that the Customer Business teams are kept informed of any significant and critical issues / developments pertaining to their assigned customer group. To regularly communicate and inform team members of these significant service matters
- In the absence of the GM Customer Business to assume full responsibility and authority for their specific customer group
- Promoting, and ensuring compliance with, the requirements of the Company's SMS within his/her work area
- Provide leadership to his/her first line of reportees in fulfilling the organisation's HSE obligations as required under the law, OHSAS 18001 and ISO14001
- Ensure appropriate resources are applied to implement the HSE Management Systems so that processes in the areas of responsibilities are verified, monitored and reviewed for hazards and control measures are implemented to mitigate the risks
- Such other duties as are assigned to him by the VP Customer Business & Procurement