



Customer Business Executive

Responsibilities

- Communicate with customers on all aspects of orders such as delivery commitments, pricing and engines' statuses
- Develop innovate overall support packages for commercial issues encountered by customers
- Ensure payment for completed work is in line with contractual obligations
- Resolution of invoice queries in line with the agreed business objectives
- Represent customers in internal meeting and ensures customers' requests and concerns are addressed
- Conduct periodic business reviews with customers
- Administer warranty claims on behalf of customers
- Manage ad-hoc requests from customers, which includes organizing line support and parts trading
- Accountable for production of customers cost estimates, accuracy and timeliness of all invoices
- Work closely with various internal and external stakeholders to identify cost saving opportunities
- Driving/ supporting the identification of activities, measures and projects that are required in the wider business to support continuous improvement
- Ensure that Customer Business Excellence is delivered throughout the business

Requirements

- Possess a Degree, preferably in Engineering with 2 years aerospace business experience
- Excellent team member, proactive in managing issues and possess a sense of responsibility and ownership in his/her work and result
- Ability to build relationships both internally and externally
- Excellent MS Office applications and SAP experience are advantageous
- Excellent interpersonal and communication skills
- Able to multi-task and work independently in a fast-paced environment
- Highly motivated with a strong drive to succeed and exhibit a high level of integrity