


## Détail de l'offre : CUSTOMER SUPPORT DIRECTOR

<b>Recruteur</b>	SAFRAN 
<b>Adresse</b>	501, Tower B, Jiaming Center, No.27 Dongsanhuan North Road, Chaoyang District, Beijing 100020, China
<b>Code postal</b>	100020
<b>Ville</b>	Pékin
<b>Référence</b>	25D1755590224
<b>Titre de l'offre</b>	CUSTOMER SUPPORT DIRECTOR
<b>Description du poste</b>	<p>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.</p> <p>Due to the nature of the function, the CSD may be solicited by Customers or Safran Nacelles Support &amp; Services team out of standard business hours.</p> <ol style="list-style-type: none"> <li>1. Manage Customer Support Operations &amp; Services Contracts <ul style="list-style-type: none"> <li>- Representation of the Voice of Customer within SNA.</li> <li>- Representation of the SNA voice within the Customer.</li> <li>- Ensure the appropriate quality level in our Customer Support &amp; Services Contracts procedures.</li> <li>- 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.</li> <li>- Ensure timely reports on technical, commercial, spares, legal, financial, quality issues &amp; maintenance planning, including operational data to update Fleet Data Center.</li> </ul> </li> <li>2. Prepare the Entry Into Service <ul style="list-style-type: none"> <li>- Lead the EIS preparation to the Customers as per formal SNA milestones (J1 to J5 toolgates).</li> <li>- Familiarization of the Customers with SNA EIS processes.</li> <li>- Manage and promote the IP Rec. (y/c MRC).</li> <li>- Ensuring a local relationship during the critical EIS phase.</li> </ul> </li> <li>3. Manage the Specific Services Contracts Activities <ul style="list-style-type: none"> <li>- Ensure the ability of SNA to provide the Service as per signed contract.</li> <li>o Manage SG3 to SG9 tollgates.</li> <li>o Lead the operational reviews.</li> <li>o Define and share internally and with the Customer the contract Economic Conditions once a year (contractual yearly escalation).</li> <li>o Define and update specific contracts KPI's external).</li> <li>- Contribute to annual profitability study review for PBH contracts.</li> <li>- Identify commercial opportunities further to customer feedback.</li> <li>- Manage Contract Turnover and profitability as per profitability study.</li> <li>o Define action plan to improve financial performance of contract activities.</li> <li>o Review and validation of MRO quotes.</li> <li>- Organize contract review with customer (annual basis).</li> <li>- Make sure all contractual obligations are respected by SNA and the Customer.</li> <li>- Follow-up invoicing process (monthly fees, PBH calculation, etc.).</li> <li>- Define and deploy process for specific contract requirements.</li> <li>- Perform risk analysis as necessary.</li> </ul> </li> <li>4. Manage the Customers relationship <ul style="list-style-type: none"> <li>- Lead long-term relationship with the Customers based on mutual confidence.</li> <li>- Establish and maintain Customer relationship and represent SNA at all levels inside the Customer</li> <li>- Coordination of Satisfaction improvement plan with the Customers.</li> <li>- Organize SNA management venue (logistic, meetings, interview...).</li> </ul> </li> </ol>

- 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 de contrat** CDI

**Télétravail** Non spécifié

**Localisation** Shanghai ☐ ☐

**Pays** Chine

**Région** Shanghai

**Secteur** Aéronautique - Spatial - Matériels de transport