

**Career Opportunity****Role: Customer Services Manager****Location: Stansted Airport, Essex**

AEM, with its head office at Stansted Airport, is a subsidiary of AMETEK. As part of AMETEK's Aerospace & Defense Division, AEM is one of the largest independent aircraft component repair and over haul facilities in Europe.

We have an immediate full-time vacancy, at our Stansted site for a Customer Services Manager; this is a permanent role, and reports to the Commercial Director.

**Job Purpose:**

- Responsible for the leadership of the Customer Services function and the deployment of the Customer Services strategy, across AEM sites.
- Manage and direct the Customer Services team to deliver agreed business objectives.
- Develop the skills within the Customer Services team to meet business needs.

**Main Tasks:**

- Utilise in-depth product and market knowledge to build and maintain strong customer relationships and identify opportunities to further develop AEM's customer service performance.
- Identify opportunities to grow the business, through partnerships or new initiatives. Ensure all new commercial opportunities are documented and leads are tracked.
- Monitor Customer Services workload to ensure achievement / resolution of priority issues, customer queries, warranties, price breakdown & negotiation.
- Manage financial projects, assemble bids for new work, negotiate and agree contracts. Ensure that all stakeholders know, understand and adhere to contractual obligations.
- Analyse sales and profit reports and develop recommendations for achieving improved performance, to support account growth. Undertake risk management, identify opportunities to maximise profits and minimise risk.
- Develop the financial awareness of the customer services team and provide feedback on financial performance
- Utilise market/industry knowledge to identify enhanced service offerings to both new and existing customers
- Support the development of account management plans for strategic customers
- Identify marketing opportunities and act as a coordination point for marketing initiatives.
- Agree and implement the CRM platform structure and architecture ensuring it works seamlessly across the Company and captures all required information at key points in the customer life cycle.
- Deliver CRM strategies across the company encouraging customer retention and customer loyalty, linked to Voice of The Customer feedback.
- Develop inter-departmental service level agreements and drive performance improvements through application of agreed suite of KPIs
- Manage, train and develop the Customer Services team; undertake annual performance assessment. Performance manage as necessary.

**Qualifications:**

- Business related Degree (highly desirable)
- ILM Level 3 or equivalent (highly desirable)
- Fluent command of written and spoken English. Fluency in additional languages desirable but not essential.

**Experience:**

- A minimum of 5 years' experience in a similar industry related customer relationship role, (essential) with asset management experience (preferred).
- Previous experience working in multi-product business disciplines (essential).
- Previous experience of team management (essential).

- IT literate; advanced excel user, confident data handler, able to manipulate pivot tables and develop business presentations (essential).

**Competencies:**

- Ability to work well in multidiscipline/cross-functional teams.
- Excellent interpersonal skills and ability to build robust customer relationships.
- Focused and goal orientated.
- Strong analytical, administrative and organisation skills and excellent attention to detail.
- Innovative, resourceful, pro-active and enthusiastic.
- Ability to work under pressure, to tight deadlines and multi task.
- Strong communicator (written and verbal).
- Creative, outgoing and self-motivated.
- Computer literate with excellent key board skills.
- Good personal presentation, especially when working with customers face to face.
- Ability to motivate others
- Strong influencing skills
- Evidence of strong people management skills; able to influence both performance and development.
- Ability to create an atmosphere of team work, coach and mentor team members

**Additional Information:**

**Travel:** This role will involve some UK travel.

**Salary:** Competitive, depending upon experience

***To apply for this role please submit your CV, with a covering letter and salary expectations to  
Jennifer Otter, HR Manager; e-mail [Jennifer.otter@ametek.com](mailto:Jennifer.otter@ametek.com)***