

Career Opportunity**Role: Customer Support Executive****Location: Luton, Bedfordshire**

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.

JOB PURPOSE

To provide support to customers by acting as an interface between the customer and the Aviation Winding Business Unit and the Aero medic Business Unit.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Build and maintain strong customer relationships.
- Undertake the resolution of issues, account queries, warranties, price breakdown & negotiation.
- Undertake customer product reviews, verify accuracy of all associated paperwork.
- Customer liaison; co-ordinate order scheduling and progression, raise invoices, provide quotes, produce and formulate technical evaluations.
- Act as point of contact for technical issues between workshops and customers and liaise with workshops to prioritise workload and customer requests.
- Arrange outsourcing of units for repair.
- Update customer portals as required.
- Raise approval certificates for product release.
- Support the team in all phases of the selling process including, preparation of quotes and follow up of proposals.
- Assist in the development of account management plans for strategic customers.
- Collate/present analytical data surrounding individual account performance. Monitor margins and earning rates.
- Provide pre / post-sales support to the extended team and participate in customer visits and meetings as required.
- Accurately maintain weekly status reports and spreadsheets in relation to sales opportunities and activity.
- Undertake consumable procurement.

Qualifications:

- Minimum GCSE Maths and English Language (grade C / level 4) or equivalent
- Fluent command of written and spoken English. Fluency in additional languages desirable.

Experience:

- Previous experience in a similar technically based role within an engineering / manufacturing industry environment (highly desirable)
- Experience of customer interaction, developing and growing customer accounts through a range of different communication and media channels (essential).
- Previous experience working in multi-product business disciplines (desirable)
- Excellent data analysis and data presentation skills (essential)
- Computer literate proficient in excel and application of pivot tables (essential)

COMPETENCIES

- Excellent interpersonal skills and ability to build robust customer relationships.
- Driven; focused, goal orientated and self-motivated.
- Strong analytical, administrative and organisation skills and excellent attention to detail.
- Ability to work well in multidiscipline/cross-functional teams.
- Inquisitive, resourceful, pro-active and enthusiastic
- Ability to work under pressure, to tight deadlines and multi task.
- Strong communicator (written and verbal)

Other Information:**Working Hours:** 39 hour week**Salary:** Competitive, depending on experience

**To apply for this role please submit your CV, with a covering letter and salary expectations to
Janine Barber, HR Advisor; e-mail: Janine.barber@ametek.com**