

Career Opportunity**Role: Customer Support Executive****Location: Stansted, 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 overhaul facilities in Europe.

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

Job Purpose:

- To generate sales through brokering and subcontract repair of aircraft equipment.
- Provide support to customers by acting as an interface between the customer and the Stansted Business Units (Safety, Electrical and Component Management).

Main Tasks:

- Prospecting for tender opportunities using government websites, customer portals etc.
- Identify potential bidding opportunities – feasibility, vendor sources or in-house potential, export compliance considerations etc.
- Create leads for sales and commercial team, workshops and the wider Ametek MRO group.
- Identify opportunities to promote component solution services and extended capability to existing customers.
- Respond to sales team leads and customer enquiries.
- Customer visits as agreed.
- Negotiating and placing orders with vendors, monitoring their price, quality and service.
- Provide customer support to a global range of customers and representatives.
- Undertake all aspects of customer order processing, eg contract review, work pack creation, raising approval certificates for product release, work pack scanning/filing and any other general administrative tasks.
- Undertake the resolution of issues, account queries, warranties, price breakdown & negotiation.
- Customer liaison; co-ordinate order scheduling and progression, provide quotes, produce and formulate technical evaluations, raise invoices.
- Act as point of contact for technical issues between workshops and customers and liaise with workshops to prioritise workload and customer requests.
- Update customer portals as required.
- 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.
- Accurately maintain weekly status reports and spreadsheets in relation to sales opportunities and activity.

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:

- Minimum 3 years previous experience in a similar technically based role within an engineering / manufacturing industry environment (highly desirable)
- Experience of customer interaction, sales generation, 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

- Strong analytical, administrative and organisation skills and excellent attention to detail.
- Excellent interpersonal skills and ability to build robust customer relationships.
- Driven; focused, goal orientated and self-motivated.
- 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)

Additional Information:

Salary: Competitive, depending upon 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*