

INFLITE MRO SERVICES



Inflite MRO Services

Job Title: Workshop Administrator / Customer Support Liaison

Department: Commercial

Reports To: Commercial & Business Development Manager

Location: Southend-on-Sea

Working Hours: 40 hours per week, 0800 hours to 1630 hours, Monday to Friday

Reports To: Workshop Supervisor

Salary: £25,000.00

Job Purpose:

This dual role involves coordinating repairs through our Evacuation Slide Workshop and managing key accounts for Inflite's customers. Some heavy lifting may be required.

Main Responsibilities and Duties:

- Order Induction:** Induct new orders into the workshop.
- Workshop Coordination:** Work directly with Workshop Technicians to allocate work, receive new orders, and support/progress chase units through to completion against customer-driven targets.
- Customer and Supplier Liaison:** Collaborate with customers, suppliers, and internal departments, providing daily feedback and updates on open repairs through to order completion.
- Customer Interaction:** Directly liaise with customers to provide work order status, respond to general enquiries, and react to customers within targeted timeframes, ensuring customer expectations are met according to established customer service standards.
- Sales Targets:** Work towards departmental sales targets alongside the Commercial Manager. Nurture new business opportunities and maximise each sales opportunity.
- Customer Relationship Management:** Build and nurture customer relationships, coordinate open orders, and maintain up-to-date order diary notes and customer status reports.
- Complaint and Quality Management:** Manage potential customer complaints, report on internal quality issues, and provide feedback on any customer Non-Conformance Reports received. Gain customer confidence and relay technical information between workshop engineers and the customer.
- Damage and Compliance Reporting:** Evidence and report customer-induced damage, gather commercially sensitive information from customers on pricing, performance, and opportunities to improve and grow the business.
- Commercial Documentation:** Prepare commercial quotes and invoices ensuring they meet high standards and are approved by the Commercial Manager. Assist in delivering contract proposals, pricing, and presentations.
- Contract and Invoice Support:** Advise and assist with contract queries, invoicing issues, and credit control.
- Timely Task Completion:** Complete all tasks accurately, in a timely manner, ensuring customer and departmental deadlines are met.
- Other Duties:** Perform any other duties within your capabilities as directed by the company.

Required Skills and Experience:

- Customer Service Excellence:** High level of customer service skills.
- Conscientious and Confident:** Reliable, confident, and computer literate.
- Organisational Skills:** Well-organised and articulate with excellent attention to detail.
- Software Proficiency:** Good working knowledge of databases and appropriate software packages.

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What We Offer:

- ❑ **Competitive Salary:** We recognise and reward your skills and expertise with a salary that reflects your contributions.
- ❑ **Generous Annual Leave:** Enjoy increasing annual leave entitlement as you grow with us.
- ❑ **Salary Exchange Pension Scheme:** Secure your financial future with our comprehensive pension plan.
- ❑ **Employee Assistance Programme:** Receive support for your mental and emotional well-being.
- ❑ **Life Assurance:** Gain peace of mind for yourself and your loved ones with our life assurance coverage (subject to scheme rules).
- ❑ **Employee Cash Plan:** Access financial assistance for health and well-being-related expenses.
- ❑ **Enhanced Maternity and Paternity Schemes:** We support you and your growing family during significant life milestones.
- ❑ **Professional Growth and Development:** Access continuous opportunities to enhance your skills and advance your career.
- ❑ **State-of-the-Art Equipment and Technology:** Work with cutting-edge tools and technologies.
- ❑ **Ongoing Training and Certification Programmes:** Stay up-to-date with the latest industry standards and practices.
- ❑ **Career Advancement Opportunities:** Clear paths for progression within our dynamic organisation.

If you are a well-organised individual with a strong commitment to customer service and a knack for managing accounts and workshop coordination, we encourage you to apply for this dynamic role.

Ready to take the next step? Send your CV and Covering letter to HR@inflite.co.uk today.