



Heavy Maintenance Singapore Services (HMS Services), a joint venture between SIA Engineering Company (SIAEC) and Airbus, leverages on the synergy of SIAEC's extensive maintenance experience and expertise, with Airbus' depth of technical and engineering knowledge as an airframe original equipment manufacturer. Airbus will develop the joint venture as its Centre of Excellence for Airbus A380 and A350 Heavy Maintenance in Asia, which will complement SIAEC's extensive airframe service offerings in Singapore and the Philippines.

As part of our growth plan, we are constantly looking out for talented, hardworking and energetic individuals who thrive on challenges and enjoy working in a fast-paced and dynamic environment. If you are looking for an exciting and fulfilling career, we are looking for suitable individuals to join us for the position of:

CUSTOMER SUPPORT EXECUTIVE

Job description

- Perform the role of a customer interface and work with the Operations Division to facilitate and resolve all commercial matters with the customer representatives during the performance of an aircraft check
- Review and obtain approval by the customer onsite representative for all jobs performed in addition to or in deviation from the services rendered as contracted
- Process and resolve all customer warranty claims for customer jobs in accordance with the contractual terms and conditions and the Company's policies
- Perform the role of an invoicing administrator in accordance with the Company's policies
- Propose and seek approval from the Commercial Division for commercial arbitration and optimization of invoicing items
- Establish a set of KPIs to effectively manage the Departmental operation in support of the Company's business.

Requirements

- A good Degree with at least 5 years of relevant experience and knowledge in passenger aircraft heavy maintenance
- Relevant experience in financial contract performance and commercial negotiations
- Self-starter with a customer mindset and excellent communication and interpersonal skills
- Independent, resourceful and able to work in a cross-functional environment and be a great team player

*If you are interested in the above position, please send in your resume to
HMS_Recruit@hmsservices.com*