

Customer Service Engineer IV-257427

Job Description

Position Title: Customer Service Engineer IV

Department: Bell Helicopter

JOB SUMMARY:

Responsible to represent Bell Helicopter to our customers throughout the world. To develop and enhance customer satisfaction by providing a direct link between various Bell entities and our customers leading to increased sales.

Sales Support:

- Consults the customer on appropriate spare parts and volumes to purchase.
- Establishes relationship between aircraft salesperson and customers, which results in aircraft sales, as well as aftermarket support and services.
- Acts as technical expert to assist sales person conducting sales demonstration in the field.
- Provides sales support.

Technical Support:

- Consults on customer technical issues to maintain, repair, and upgrade aircraft.
- Provides hands-on maintenance for Bell aircraft during company-sponsored demonstrations and shows.
- Conducts expert trouble-shooting to prevent unnecessary warranty expenses for the customer and Bell.
- Conducts sign-off of Bell aircraft maintenance activities.
- Develops and conducts formal presentations on maintenance-related topics to customers, which could include conferences, seminars, etc. (e.g. rotor track and balance, human factors)

Administrative Support:

- Interfaces with customers on warranty-related matters to ensure warranty policy and guidelines are being followed.
- Acts as interface between customers and accounts receivable to resolve issues to release account, which allows the purchase of products and services.
- Assists with scheduling of classes at the Bell Training Academy for foreign entities, and course translation as needed.
- Collect aircraft data, which allows Bell to make decisions on spares sales, service offerings, and new business development.

General:

- These positions are remotely located and operate independently of direct supervision for decision-making and day-to-day activities.
- The incumbents are on-call 24 hours a day based on the needs of their customers for aircraft maintenance and support.

QUALIFICATIONS:

Must have at least 10 years of hands-on helicopter maintenance experience and hold a regulatory body certification such as an FAA Airframe and Powerplant license. At least 5 years of

Bell Helicopter model specific experience. Candidate must be currently living in China and read, write and understand both English and Mandarin.

Previous military maintenance, Director of Maintenance or Chief Inspector experience desirable. Provides in-country CSE support to customers in China to develop and enhance customer attitude, which will result in additional sales.

This position is responsible to furnish technical, logistical assistance and managerial guidance to a wide variety of commercial and foreign military helicopter operators on a global scale. Customer satisfaction is the main focus and will result in new and repeated sales directly related to routine on-line factory support from the field.

Job Field: Product Support

Primary Location: China-CN-Shanghai

Organization: Bell Helicopter, Ft. Worth TX

Schedule: Full-time

Job Level: Individual Contributor

Shift: First Shift

Travel: Yes, 50 % of the Time

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