

# TEXTRON

## JOB DESCRIPTION

**POSITION TITLE:** FIELD SERVICE REPRESENTATIVE  
**DIVISION:** Textron Aviation  
**DATE:** Nov 2018

### Job Summary

Provide technical advice and service assistance to customers and Authorized Service Facilities within assigned geographic regions of responsibility for all matters and situations regarding Textron Aviation products. Maintain customer goodwill by being the first line of support and primary point of contact for Textron Aviation customers and the customer's personal advocate by addressing all issues concerning their aircraft.

### Job Responsibilities

- Identify field issues and document maintainability and/or reliability issues to product support personnel for product improvement consideration within the company
- Accurately prepare appropriate documentation to inform applicable persons and management of fleet issues, including potential fleet and financial impact
- Must be capable of working on all models of Textron products and are encouraged to broaden working knowledge by attending maintenance training on a regular basis.
- Research and respond to incoming phone calls, letters, emails, etc. from owners and operators requesting technical assistance. Liaise with Product Support personnel to obtain specific information when required.
- Must be able to deal with ambiguity and handle issues covering a variety of situations.
- Work with Authorized Service Facilities to uphold all applicable requirements and provide necessary training to meet our customer's expectations.
- Address questions regarding Warranty, applicable Service Programs, and CAMP/CESCOM.
- Maintains an overall understanding of the pulse of the aviation community for respective region by; communicating with customers, sales, maintenance and marketing vendors within region of responsibility.

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- Actively participate in trade shows and technical events within assigned geographic region.
- Assist the aircraft sales organization and Textron service center organization with prospect and customer contacts, providing technical support as necessary.
- Represent Textron Aviation and department at supplier meetings and operator conferences, preparing high quality verbal/visual aid presentations as required.
- Develop strong relationships within regional customer base and be available 24/7.
- Develops action plans, coordinates resources to provide solutions and resolve AOG situations.

## **Education/ Experience**

- Bachelor's Degree in Engineering, Engineering Technology, or related field
- Minimum of 5+ years aircraft maintenance-oriented experience with extensive technical knowledge
- Must have China residency
- Native in Chinese, good level in English

## **Preferred:**

- Prior Aircraft Maintenance, Customer Service, Service Center, or Field Service experience.
- Regulatory Avionics or Airframe/Power plant license and knowledge on repair station approval process
- Pilot's license

## **Qualifications**

- Strong organizational abilities, including follow up to multiple issues with multiple resources
- Computer Skills
- Valid Driver's License
- Must be able to travel worldwide, sometimes on short notice.
- Self-motivated, disciplined, and able to meet department objectives
- Able to recommend support equipment requirements and spares inventory levels for fixed based maintenance operators.