

TEXTRON

JOB DESCRIPTION

POSITION TITLE: General Manager (MRO)
DIVISION: Bell Flight
LOCATION: China
DATE: July 2019

Job Summary

The General Manager (GM) is responsible for overseeing the Maintenance, Repair, and Overhaul (MRO) service provided to the Bell customers in China. The MRO GM is responsible for identifying new opportunities, responding to customer requests, interpreting customer requirements, and execution of contracted services. Provides leadership and manages a skilled workforce that meets the requirements of the local Civil Aviation Authority and supports growth goals for the region.

Organizational Relationships:

The GM (MRO) - reports to Director Support & Service- International in US.

Job Responsibilities

- Responsible for the execution of maintenance activities of Bell aircraft and components operating in China.
- Work with the Key Account Management team to provide support and knowledge of MRO capabilities to gain customer acceptance and loyalty of MRO business.
- Oversees the processing of all RFQs and RFPs, facilitates and ensures timely response to internal and external customers in alignment with financial and compliance requirements.
- Oversees the process for completing customer orders in accordance with contract/order requirements, timeline, and budget.
- Works with Customer Support Engineering to understand the market for MRO services and demonstrate an in-depth knowledge of Bell products, services, and capabilities.
- Develops and maintains scorecard of Key Performance Indicators (kpi's) and presents results to leadership in formal and informal sessions including quarterly business reviews
- Ensure all activities in MRO are carried out in accordance with company procedures and quality requirements, including Quality Management System, Safety Management System and Annual Operating Plan.

TEXTRON

- Ensure that MRO licensed and un-licensed technicians have the work instructions, processes, equipment, and tools to meet business unit goals and metrics.
- Work closely with Accountable Manager to ensure regulatory compliance of Part 145 repair station is maintained.
- Lead a small and diverse management team ensuring they are effectively managed, motivated and developed to attain the company goals.
- Manage and maintain a skilled workforce through timely coaching and feedback, cross-training, and employee development.

Education/ Experience

- Professional Bachelor's Degree

Qualifications

- At least 8 years of prior relevant experience
- General understanding of MRO operations, including scheduling, resource planning, maintenance procedures and quality systems.
- Customer centric with strong communication skills in English and Mandarin.
- Demonstrated direct report and team leadership experience.
- Highly motivated, self-directed, with the ability to organize and manage multiple priorities.
- Knowledge of applicable regulations and requirements, relevant to the operations and aircraft maintenance requirements.
- Ability to read, analyze, and interpret Aircraft and Component Maintenance Manuals (CMM's), rotorcraft specifications & governmental regulations.
- Demonstrated written and oral communication skills, professionalism, and superior attention to detail.
- Experience in managing operations, including base maintenance, quality, safety and operations management.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively articulate market and business needs to senior leadership and direct reports to enable growth and execution.
- Must be willing and able to travel.