



## ZHENJIANG BELL MRO – TEXTRON

**POSITION TITLE:** Support and Services Lead / China  
**DIVISION:** Zhenjiang Bell MRO  
**DATE:** Nov 2020  
**LOCATION:** Shanghai Office

### **POSITION SUMMARY:**

The Support and Services Lead is responsible to take care of all RMB sales for Bell spare parts and services in China.

### **ORGANIZATIONAL RELATIONSHIPS:**

The position reports to the General Manager MRO China of Bell Helicopter.

### **HUMAN RELATIONS:**

Candidate should be a disciplined, confident, self-starter individual, that exhibits strong time-management and team work skills, to successfully execute the responsibilities of this position.

### **PRINCIPAL DUTIES & RESPONSIBILITIES:**

#### ➤ **Spares and Services Orders:**

- Prepare and provide RMB quotation to China customer when there is spare parts enquiry for door to door service
  - To include all freight, duties and taxes
  - To monitor the payment collection of all the spares sales orders and provide a monthly report
  - To coordinate with third part suppliers when required
- To ensure that all spares sales are correctly coded with the HTS to ensure compliance with the trade laws
- Prepare RMB MRO(door to door) quotation, and follow up with payment, Fapiao
  - To coordinate with MRO Dept for the costing sheet for the buildup of the commercial offer to the customer for door to door services



- To collect all the costing material and services information from Bell and Suppliers to forward to MRO for costing buildup
  - To finalize the MRO Offer
  - Prepare RMB CRO (door to door) quotations and follow up with payment, export and import, Fapiao
  - Assist Finance dept. to push for all RMB payments for Spares, CRO and MRO when they are due
  - To support the GM of ZJ Bell as required for Spares and Services, to optimize the workflow, control risk and reduce cost
- **Account management:**
- Manage accounts in CRM /SAP to collect and prepare the necessary information for the preparation of RMB sales
  - Make sure each account information is up to date
- **Logistic / Custom Import& Export support**
- To manage all RMB sales for spares and services that require logistics, international and local freight, export and import.
  - Coordinate between DBS and FedEx for Logistic issues to ensure that we have the best pricing
  - To keep up to date with all local customs import and export taxes and law
- **AOG help desk:**
- Help and provide AOG parts ordering when AOG occurred with any customers in China.

## **QUALIFICATION:**

- Bachelor's degree in Supply Chain, Operations or equivalent education
- At least 4 years of experience in logistics management or supply chain environment in aviation
- Fluent in English and Chinese. Must be able to read, write and communicate in both languages.
- Proficiency in MS Office suite. Intermediate/Strong skills in Microsoft Excel
- Ability to work effectively with cross-functional organization and liaison between 3PL, customers and Bell
- Good understanding of logistics, inventory and supply chain metrics, inventory



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- Good understanding of quality management principles
- Team player, experience working in a highly cross-functional organization
- Willingness to cooperate and accept added responsibilities as needed
- Detail oriented and able to analyze data and understand data connections
- Strong problem-solving skills, ability to effectively communicate and coordinate execution plans to resolve issues
- Self-starter and decision-making ability and ability to prioritize work to achieve business goals
- Hardworking, action-oriented, result driven, and influential