



POSITION DESCRIPTION

TITLE: Customer Satisfaction Manager

REPORTS TO: Vice President, Operations

DEPARTMENT: Operations

DATE: January 31, 2012

GENERAL DESCRIPTION:

The Customer Satisfaction Manager is the primary point of contact between FLYHT and the customer. The CSM collects customer requirements, documents those requirements for internal departments and ensures the services detailed in the services agreement and statement of work are delivered to the customer and the customer's software providers on a timely basis. The CSM is responsible for ongoing support and account maintenance for the customers assigned to him/her.

The focus of the position is to meet the needs of our customer in pursuit of becoming their most valued partner.

DETAILED DESCRIPTION:

- Single point of contact for the customer
- Assisting in the sales cycle when customer becomes qualified at 75%
- Responsible for gathering all pertinent documentation for FLYHT to meet their objectives
- Responsible for the functional requirements such as the Statement of Work and final presentation to the customer
- Facilitate initial on-site meetings with the customer to ensure the scope of work is agreeable to both parties
- Responsible for managing the installation deliverables
- Will monitor operational performance and when issues identified, submit inquiry to the business through issue tracking software to determine root cause and corrective action
- Responsible for Customer Communication Plan (regularly scheduled meetings with all clients)
- Overall account management
- Determine and deliver customer training
- Will gather requirements from the customer and/or 3rd party software vendors, comparing information available in the FDR & FDAU and prepare functional requirement documents
- Responsible for gathering and communicating the deliverable timelines, resources, inventory, and training required to complete customer objectives to FLYHT
- May require supervising onsite AFIRS installations/deliveries
- Identify opportunities to up-sell products and services to existing client base
- Travel is a requirement (approx. 10 to 30% of the time)
- Will be responsible to perform basic troubleshooting of problems and devise solutions
- Participate in bi-weekly operations meetings to raise immediate customer issues to the operations team



EDUCATIONAL BACKGROUND:

- Technology diploma in the field of aviation or software development

EXPERIENCE:

- Minimum of 5 years in a customer support role
- Minimum of 2 years experience delivering hardware or software solutions
- PMI Qualifications an asset
- Proven history of solutions delivery

SKILLS AND ABILITIES:

- Attention to detail
- Highly organized
- Work well under pressure
- Research and apply knowledge effectively
- Excellent English communication (verbal/written)
- Superior analytical and creative problem solving capabilities
- Positive attitude
- Ability to manage multi-faceted programs
- Balanced focus and respect for goal/process-oriented objectives

REQUIREMENTS:

- Must possess a valid passport

APPLICATION:

Send resume and cover letter to hr@flyht.com with the position name in the title of the email.

We thank everyone for their interest – however only candidates from North America will be considered.