



Job Title: Repair Station Contract Administrator
Reports To: Sr. Operations Manager

Summary of Position:

This role is essential in developing and maintaining customer relationships, contributing to the yearly business plan in repair station activities. The end goal is to provide exceptional customer service and ensure all business objectives are met.

Duties and Responsibilities:

- Be the main point of contact for customer returns
- Respond to customer request for quotations in a timely manner
- Understands the value of products and provides customers with proper pricing of repairs or recommendations to purchase new product
- Provides product, service, or equipment technical and engineering information by answering customer questions and requests
- Validate customer purchase order accuracy (price, lead time, etc.)
- Enter sales orders based on customer purchase orders
- Track Repair Station sales and report to each Business Unit Manager
- Generate and maintain Repair Station price lists
- Manage customer scorecards for quality and delivery for repairs and warranty
- Issue Returned Material Authorization numbers and ensure shipment of RMA material back to USCS
- Manage inventory for Repair Station spare parts
- Review backlog for accuracy of the repair and warranty sales orders
- Liaises with the appropriate personnel within the logistics chain to organize and expedite incoming and outgoing shipments of repair orders.
- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value
- Contributes to effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to the issues; recommending options and courses of action; implementing directives.
- All other duties, as assigned.

Core Competencies:

- Commitment to company values and ethics.
- Strong judgement and decision making.
- Dependability: personally responsible, completes work in a timely manner, and performs tasks accurately.
- Motivation: must maintain a positive attitude and strong work energy.
- Leadership: demonstrated ability to lead people and get results through others.



- Analytical skills: able to gather information and use data to determine cause and effect for problem solving.
- Communication: excellent interpersonal and oral and written communication skills.
- Independent: must have the ability to carry out and follow through on tasks with minimal supervision.
- Problem Solving: ability to develop and implement new ideas to improve processes.
- Organization: very detail oriented and always comes prepared. Maintain strict confidentiality and professionalism.
- Time management: ability to organize and manage multiple priorities and effectively deal with tight deadlines and pressure situations.
- Continuous learning: ability to learn new procedures and adapt to change.
- Creativity: makes constructive suggestions and creates novel solutions to problems; evaluates new technology as potential solutions to existing problems
- Initiative: plans work and carries out tasks without detailed instructions, prepares for problems or opportunities in advance, undertakes additional responsibilities.
- Teamwork: works harmoniously with others to get a job done, responds positively to instructions/procedures, and works well with others

Education and/or Experience:

- 2-year college degree and 3-5 years minimum related experience and/or training.
- Strategic thinker, strong analytical skills, able to synthesize considerable and complex data.
- Experience in utilizing spreadsheets and ERP systems
- Strong PC skills (Excel, PowerPoint, Word, Project, Access, Minitab)
- Aerospace or Industrial experience preferred

Physical Demands/Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift a minimum of 40 pounds.
- Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.
- Travel required up to 15%.

While performing the duties of this job, the employee may be regularly required to sit, stand, bend, reach and move about the facility. The environment characteristic for this position is an office setting. Candidates should be able to adapt to a traditional business environment.

To apply, submit resume: www.uscargosystems.com/careers/



Signature:

I understand that I am expected to adhere to all company policies and to act as a role model in the adherence to policies. I have read and agree that the contents of this job description accurately reflect my understanding of what is expected of me in this position.

Employee's Name: _____

Employee's Signature: _____ Date: _____