JOB **D**ESCRIPTION

Job Title	Repairs Executive
Employment Type	Permanent – Six-month probation
Department	Operations
Reports to	Repairs Manager
Location	Dublin, Rathcoole
Date	15th June 2021

Company Profile

Founded in 2010, EirTrade Aviation provide total end of life solutions for aircraft assets. We work with the airline and aircraft leasing community worldwide.

With operations in Ireland, USA, Asia and Mainland Europe, EirTrade optimise client asset value through a variety of services, including:
- Aircraft Storage and Disassembly
- Engine, Aircraft and Parts Trading
- End of Life Program Management
- Consignment Programs
- Technical Storage
- Technical Services – Back to Birth & Current Market Asset Valuations

Job Summary

The company is experiencing dynamic growth and is constantly evolving within a competitive marketplace. The repair function is critical to ensure the sales team have material to sell to achieve EirTrade's ambitious growth targets.

Reporting to the Repairs Manager, the Repairs Executive is responsible for the efficient handling of, repair orders, reports, queries and ensuring our third-party repair vendors meet deadlines. The candidate will add strength and experience to our existing team and must possess excellent business development and communication skills with the ability to deal with internal and external clients and ensure EirTrade standards are adhered to and improved on.

Responsibilities

- Maximise customer and partner relations, ensure customer satisfaction with superior pre- and post-sales support.
- Contribute to building a solid sales pipeline and ensuring third-party repair vendors meet deadlines.
- Making accurate, rapid price calculations and provide quotes to internal customers in accordance with EirTrade processes.
- Measure key metrics for your vendor accounts encouraging them to continuously improve.
- Contribute to Repair team meetings and strategic decision formulation.
- Liaise with other departments such as Operations, Repairs, Assets Management, Commercial Management, Finance and Technical to ensure adherence procedures.
- Processing a high volume of repair orders and purchase orders.

- Liaise with vendors, daily and weekly on current repairs and target completion dates.
- Supporting the operations team with general operations to help reach the team's objectives
- Making and taking phone calls from customers and important feedback from them to internal stakeholders.
- Responding to a high volume of queries in a highly pressurised environment.
- Maintain, create, update and measure daily and weekly repair and sales reports.
- Produce and distribute weekly inventory reports for online portals and advertising.
- Ad-hoc duties and tasks in the context of an expanding company.

What we are looking for

- Significant experience in an administrative or sales background with demonstrable attention to detail.
- Aviation sector experience desired but not essential.
- Proven ability to work in a fast-paced environment handling multiple tasks and taking ownership end to end.
- Self-motivated and self-driven, possess excellent verbal and written communication skills and enjoy working as part of a small entrepreneurial team.
- Capacity to apply common sense and pragmatism as required.
- Demonstrate behaviour in accordance with EirTrade business ethics and protection policy in all company business dealings and decisions.
- Experience working with different time zones and ability to manage geographic challenges.
- Excellent numerical ability and attention to detail.
- Excellent IT skills essential and experience using Quantum Control desired but not essential.

What you will get in return

- A competitive remuneration package.
- A collaborate and forward-thinking working environment.
- Ongoing training and professional development.
- Opportunities to learn in an exciting industry with an expanding organisation.

If you are interested in this role, please provide your CV and a brief but thoughtful cover letter to career@eirtradeaviation.com