

AFTERMARKET SERVICES – CUSTOMER SERVICE MANAGER

SARL MHI Power Aero Algeria is a joint venture, with shares owned by Mitsubishi Power Aero LLC and a private owner. Mitsubishi Power Aero LLC is a United States-based gas turbine generator engineering and manufacturing company, and the JV SARL is composed of a team of professionals located in Hydra. The JV was formed in 2014 to assist Mitsubishi Power Aero with gas turbine sales and service in Algeria and the surrounding region.

We have 54 aero-derivative gas turbines installed in Algeria. We value positioning partnerships with our customers and work collaboratively to create solutions that optimize energy productivity, reliability, and operational efficiency.

The Customer Service Manager (“CSM”) will be the single point of contact and voice of assigned customers, responsible for managing the customer relationship throughout the product life cycle after equipment is placed into commercial operation. He or she will have an attitude of ownership for all that happens and does not happen at a customer account. The CSM will be responsible for providing premier service and maintaining superior relationships with assigned customers to deliver on all of the customer’s routine and special needs, including planned and unplanned maintenance work, spare parts, field service, upgrades and retrofits, and other requirements as they emerge.

Job Summary

- Manage all aftermarket commercial and technical concerns of the assigned customer accounts commencing upon commercial operation of the power plant equipment, including field service, parts, component repairs, shop repairs, retrofit and upgrade needs, account value, etc.
- Facilitate single-point communication with the customer; own all that happens within assigned account and interface in an excellent manner with team-members in Glastonbury assigned to supporting this account.
- Provide highly responsive technical support as required to assigned customer accounts, routing technical support cases through resources available at a personal level, other resources within the team, Customer Service Engineering, and Field Service, as appropriate.
- Responsible for administering all Mitsubishi Power Aero contractual commitments during the warranty period (in accordance with Mitsubishi Power Aero approval matrix), as applicable.
- Responsible for managing and administering warranty parts shipments when required, coordination of returned material for the sites, and vendor repairs for certain parts or returned material from the field.
- Verify entered availability and reliability metrics for assigned accounts.

- Responsible for coordinating and planning maintenance events with the customer to ensure high availability and reliability of the equipment; requires effective communication to take said requirements and propose/plan/coordinate/present work to be done internally to department assigned to support the work (i.e., spare parts, overhaul and repair, retrofits and upgrades, field service, controls engineers, customer service engineers, or contractors) as may be required.
- Coordinate the presentation and sale of Spare Parts and Service Bulletins to each assigned account to help meet fleet availability requirements and ensure customers are informed.
- Establish a good working relationship with assigned customer base to ensure continuous quality improvement and increased customer satisfaction while protecting Mitsubishi Power Aero interests.
- Coordinate and help to schedule engine shop repairs.
- Work closely with other functional groups and other entities within Mitsubishi Power to ensure customer expectations are met or exceeded.
- Provide a weekly report regarding the status of customer accounts detailing all outages and other commercial concerns for business review.
- Utilize available technical platforms to properly report and manage technical cases, warranty cases, manage proposal opportunities, approve invoices, and maintain account data integrity of assigned accounts on designated platforms overall (CSRS, CTR, QuickBase, etc.).
- Understand Aftermarket upgrade possibilities, and facilitate/lead the presentation of upgrade and retrofit opportunities to customers in order to maximize Mitsubishi Power Aero value. Perform follow-ups with customer, lean forward to drive and know customer decision-making process, and participate to support closure of each opportunity.
- Proactively manage the contract's execution phase to ensure customer satisfaction.
- Participate in Mitsubishi Power Aero user conferences and other customer relationship-building efforts and events sponsored by Mitsubishi Power Aero. Implement other ways to reach and develop customer accounts beyond the usual contacts established in an effort to deepen relationships and develop short- and long-term service work plans.
- Travel to customer locations is expected in an effort to: build relationships; handle emergency troubleshooting or repairs within the capability of the CSM and in support of maintenance planning; present upgrade opportunities; drive improved data related to service bulletin implementation; and provide a superior customer experience.
- Monitor accounts receivable status and support finance team as needed to ensure timely collections.

Special Skills

- Business acumen and contractual service business knowledge
- Highly effective communication and influencing skills
- Excellent teamwork abilities
- Strong ability to present and summarize topics for internal stakeholders and customers utilizing standard MS programs: be able to interface maturely at various levels of customer's organization
- Proactive engagement and energy to raise service levels for assigned account base

Education/Experience

- Engineering or business degree
- 10-20 years of experience with gas turbine service and/or sales experience in the power generation field
- Mitsubishi Power Aero product experience highly preferred, but not required; other aero-derivative or heavy-frame gas turbine technology acceptable
- Previous customer service experience required
- Fluent in English, Arabic and French required

Additional Requirement

20-40% travel guideline will be required to visit customers

Location: Algeria based