

Customer Service Manager, North America – Aftermarket Services

The **Customer Service Manager** (“CSM”) is the single point of contact and voice of assigned customers, responsible for managing the customer relationship throughout the product life cycle following commercial operation. The CSM is responsible for providing premier service and maintaining superior customer relationships to meet routine and special needs, including planned and unplanned maintenance work, spare parts, field service, upgrades and retrofits, and other requirements as they emerge. The CSM reports to the Regional Manager, Aftermarket Services, North America.

Job Summary

- Facilitate single-point communication with the customer; own all that happens within assigned accounts.
- Establish and maintain good working relationships with customers to ensure continuous quality improvement and increased customer satisfaction while protecting Mitsubishi Power Aero interests.
- Manage all aftermarket commercial and technical concerns commencing with commercial operation of the power plant equipment, including field service, parts, component repairs, shop repairs, retrofit and upgrade needs, account value, etc.
- Provide highly responsive technical support with the assistance of Customer Service Engineering.
- Administer Mitsubishi Power Aero contractual commitments during the warranty period, managing warranty budgets effectively. Manage warranty parts shipments and material returns.
- Coordinate maintenance events with the customer to ensure high availability and reliability of equipment; communicate effectively to propose/plan/coordinate/present work with internal stakeholders across departments.
- Coordinate sale of spare parts and present service bulletins.
- Coordinate and help schedule engine shop repairs.
- Provide weekly status report detailing outages and commercial concerns. Solicit and report availability and reliability metrics.
- Utilize digital platforms to report and manage technical cases, warranty cases, manage proposal opportunities, approve invoices, and maintain integrity of account data (CSRS, CRM, CTR, SAP, Cora, etc.).
- Facilitate/lead presentations to customers for upgrade and retrofit opportunities. Follow up, lean forward to know and drive customer decision-making process, support closure of each opportunity, and proactively stay engaged during execution.
- Participate in Mitsubishi Power Aero user conferences and other customer engagements sponsored by Mitsubishi Power Aero. Implement other ways to foster trusting relationships.
- Travel to customer locations is expected to build relationships; handle emergency troubleshooting or repairs within the capability of the CSM and in support of maintenance planning; present upgrade opportunities; improve service bulletin implementation; develop short- and long-term service work plans; and provide superior customer experience.
- Maintain keen awareness of account value (i.e., historic, actual, and projected revenue per year by product line) and competently plan account short- and long-term goals to maximize value. Monitor accounts receivable status and support the Finance team as needed to ensure timely collections.

Required Skills

- Business acumen and contractual service business knowledge
- Highly effective communication and influencing skills
- Results-oriented collaborator
- Strong ability to present and summarize topics for internal stakeholders and customers utilizing MS 365; capacity to interface maturely at various levels of customer’s organization
- Proactive engagement and energy to raise customer service levels
- Must be fully proficient in English (verbal and written); additional language skills are valuable

Education/Experience

- Engineering or business degree; alternatively, minimum 20 years of 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
- Power generation business experience highly preferred
- Previous customer service experience required

Additional Requirement

- 20-40% travel guideline
- Preferred base location is Central United States