



ISSUED ON	04/04/19
CLOSING DATE	04/11/19
ISSUED BY	HR DEPARTMENT

Accounts Specialist Lead

Business Propulsion Technologies International, LLC
(GE Aviation & Safran Aircraft Engines Joint Venture)

Business Segment Aviation Component Repair

About Us: Propulsion Technologies International, LLC is a joint venture between GE Aviation & Safran Aircraft Engines. Both GE & Snecma are world leaders in the design and manufacture of aircraft engines, propulsion systems, & aircraft equipment. We offer complete support and resources for the CFMI OEM Family.

Propulsion Technologies International, LLC is a Center of Excellence for MRO Component Repair for CFM56, GE and Safran Helicopter Engines.

This could be your opportunity to join the exciting aviation industry in a fast-paced, challenging and rewarding environment!

We offer a unique opportunity to make a significant contribution to our growing company. We have a strong policy of promoting from within and we place a high priority on the development and education of our people. For more information, please visit us at www.ptechi.com

Position Title **Accounts Specialist Lead**

Location Miramar, FL 33027
Hiring/Reporting Mgr Business Leader
Function Customer Service

Propulsion Technologies International, LLC is an Equal Opportunity Employer, offering a great work environment, challenging career opportunities, professional training and competitive compensation.

Summary: Communicate with customers; send price quotes and shipment due date. Follow up on customers' parts progress. Record and update customer information into computer for customer service.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Communicate with customers by phone or in person, send repairs quotes and pricings, and receive approved repair orders from customers.

Fill out quote forms, determine charges for service requested, prepare change of address records, and issue priorities.

Solicit sale of new or additional services and/or repairs.

Adjust complaints concerning billing or service rendered by referring complaints of service failures to designated departments for investigation.

Provide customers with an arrival notification and advise them of any discrepancies that may have been found.

Provide RFQ's, quote and follow up on approvals.

Follow up parts as they move through the shop.

Provide customers with weekly or biweekly status reports as per their request and ensure that customer needs are met.

Invoice and close work orders when they are ready to ship.

Answer questions on invoices, issue credits if required, etc.

Make sure shipping instructions are followed. Provide shipment notices to customers.

Follow up on spare parts orders with the purchasing department if necessary, if delivery of parts will be affected.

Listen to and take complaints from customers regarding TAT, quality, shipping issue, and be the communication link between customers, production, planning, and quality.

Required Competencies – Education / Knowledge / Skills and Abilities

Bachelor degree preferred, but a combination of High School diploma, or GED; and a minimum of five years experience and/or training in related field.

Intermediate Level – Microsoft Office: Outlook, Word, Excel, PowerPoint.

Quantum database training/experience a plus.

Ability to deal with confidential and/or sensitive information

Ability to multitask in a fast paced environment.

Effective oral and written communication skills.

Physical Demands

The physical demands 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.

While performing the duties of this Job, the employee is frequently required to sit and stand. The employee is regularly required to use full range of motion of their upper and lower extremities. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment

The work environment described here is representative of a typical work place condition that the employee may be working in. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be exposed to chemicals, noise, varying temperatures, and other work place hazards. However, Propulsion Technologies International has established process, procedures, and protective equipment to reduce or eliminate exposures to these hazards and full compliance is a requirement of the job.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.