



CSR

Classification

Non-Exempt

Reports To

Customer Relations Manager

Date of Last Position Description Review

10-22-2020

Job Description

Position Objective

Responsible for maintaining excellent communication and relations with clients of Etezazi Industries. Provide actual, current status on client work and set proper expectations and timelines allowing Etezazi to meet them.

Essential Functions

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

- Ensure outstanding customer satisfaction by maintaining strong working relationships.
- Ensure daily accuracy of shipping dispatch list.
- Assist team members to deliver products/services that meet or exceed the customer requirements.
- Provide proper response and compensation to customers on time.
- Maintain complete and accurate customer correspondence data.
- Develop and update client related reports.
- Managing client relationships to build a reputation for excellent service and generate repeat business.
- Negotiate and manage agreements through business contract process.
- Identify and develop problem solving methodologies to resolve customer issues.
- Communicate directly with shipping department for status-inventory control reports.
- Track work orders to ensure customer delivery dates.
- Any other duties assigned by upper management.
- Participate in AS9100 and other standards development and maintenance.
- Other duties, as assigned.

Key Competencies

- Analytical Mind.
- Excellent Communicator.
- Great Customer Service Skills.

Supervisory Responsibility

This position has no direct supervisory responsibilities, however is required to coordinate and liaison with other departments to ensure customer orders move smoothly through the production and inspection process.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Donning of PPE in production areas is required.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.

Position Type

Full-Time, Permanent

Expected Core Hours/Days of Work

Expected core hours of work are 8 a.m. to 5 p.m., Monday through Friday. Evening and weekend work may be required as job duties demand.

Travel

This position requires up to 25% travel. Frequently, travel is outside the local area and overnight. Some of the travel is international.

Required Education/Experience

Requirements may be waved at the discretion of the CEO.

- High School Diploma or General Equivalency Diploma.
- 2-3 years of previous aerospace and/or customer service experience.
- Understanding of ERP and/or CRM tools.

Preferred Education/Experience

- Associate's or Bachelor's degree
- Relevant industry experience.

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance

Must qualify for EAR, ITAR clearances, and/or be a U.S. person.

EEO Statement

AE Management Co., and Etezazi Industries, Inc., provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, AE Management Co., and Etezazi Industries, Inc., comply with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

AE Management Co., and Etezazi Industries, Inc., expressly prohibit any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of AE Management Co.'s and Etezazi Industries, Inc.'s, employees to perform their job duties may result in discipline up to and including discharge.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager Name (Printed)

Manager Signature

Date

HR Manager Name (Printed)

HR Manager Signature

Date

Employee Name (Printed)

Employee Signature

Date