

Job Title:		Product Support Lead - Air	
Department:		Support	
Reports to:		Head of Support Services	
Approved by:		General Manager	
Date:	25 March 2019	Revision no:	1
Job Status:	Full-time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Temp <input type="checkbox"/>		
Location:	Letchworth <input checked="" type="checkbox"/> Stranraer <input type="checkbox"/> Home Based <input type="checkbox"/>		

Purpose/Objective
<ul style="list-style-type: none"> This position supports the Aircrew Business Group with responsibility to UK produced product lines used in US produced equipment marketed globally. In addition this position provides European based support for US produced products used within the EMEA region.
Key duties/responsibilities
<ul style="list-style-type: none"> Serve as a key communications liaison between US Product Managers and UK programme management, account management, business development, engineering, and finance functions with ability to influence and drive timely responses. Work with the Head of Support Services and the Gentex Europe PM and engineering staff on the integration of UK produced product lines into US produced products and the development and integration of UK produced products to customer specifications. Working under the direction of the General Manager and US Product Managers, through the Head of Support Services, seek and realise new Support business for Gentex Europe and the wider Gentex Corporation. Work with the Stranraer Operations Manager to realise the potential of the Repair and Configuration Facility. Conduct day-to-day management of the configuration and validity of the Maintenance Manuals including the editing and/or writing of Maintenance Manuals for UK produced products and work with US based teams in the production and amendment of US manuals when UK produced products are integrated. Assist in the preparation of proposals and/or bids based on knowledge of products and via interactions with product specialists, US and UK based Business Development. Assist US and UK based Product Managers and Business Development staff in the development and management of 5Q sales forecast and 5-year business development pipeline (CRM) within assigned geographical region. Champion global continuity of product, placement, promotion, and presentations to project 'one Gentex'.

- Under the direction of the Head of Support Services and in conjunction with Engineering, ensure that hardware (of adequate fidelity) is prepared for 'Trial Installation' of modifications and that all relevant PDS details of design, procedures and materials used are recorded.
- Undertake codification of equipment within the UK National Codification Bureau (UKNCB) when required by commercial customers.
- Manage the delivery of customer product training, conducting training where appropriate.
- Under the direction of the Head of Support Services and in conjunction with the QA Department, conduct investigations on reported defects and compile reports on same.
- Under the direction of the Head of Support Services and in conjunction with QA ensure that all testing is undertaken in accordance with contract requirements and that all test report files are maintained.
- Ensure team members are fully appraised of programme or task requirements and in conjunction with the Programme Manager, assist in the compilation of work breakdown structures/schedules and monitor progress as required.
- Participate in regional trade shows, customer visits, conferencing and marketing events.
- Through the Head of Support Services, assist Engineering in the compilation of Design Declarations of Performance (DDP) and Airworthiness and aircraft clearance documentation/certification.
- Working with the Head of Support Services on the preparation of material for, and attendance/support of, internal and/or external meetings/presentations including, but not limited to, the production of regular project reports and meetings with the customer in the discharging of contractual requirements.
- Provide support to Gentex Europe and Gentex Corporation Product Managers, Business Development and Sales teams.
- Establishing and maintaining effective lines of communication with customer representatives.
- Establishing and maintaining effective lines of communication with internal company US and UK based personnel.
- As required, generate a weekly time sheet record of work activities and chargeable expenditure.
- Proactively manage internal and external customer satisfaction continuous improvement.

Person Specification

- Reliable and dependable with a high level of self-motivation.
- Confident and resourceful, happy to take on responsibility when the situation requires.
- Ability to communicate clearly and effectively, both written and orally with customers', team members and other departments.
- Flexible and adaptable with an ability to work in a fast paced service focused environment.
- Possess strong Project Management skills.
- Possess an inquisitive mind capable of analysing complex situations and reaching conclusions through logical process of elimination and reasoned debate.
- Strong presentation skills are essential to engage the attention of both customers and colleagues.
- Attention to detail and competent with numbers.
- Experience of working in a fast paced, time sensitive environment.
- Discrete in all commercially sensitive issues.

Skills and Abilities

- Experienced in working in an operational aviation environment, attuned to the needs of the customers' requirements.
- Excellent communications skills including the ability to prepare and present reports to a range of intercompany personnel.
- Confident and professional, able to build and maintain effective relationships with internal and external customers and suppliers.
- Good communicator including strong verbal and written abilities, excellent listening and feedback skills and the ability to provide strong direction and leadership.
- Proven experience of using all Microsoft Office systems, IT packages including word processing, spreadsheets, databases, and Windows applications.
- Experience of, or knowledge in, the design and function of electronic systems desirable but essential.

Qualifications/Experience

- HNC/degree and/or a professional qualification in a technical and/or related subject matter or relevant experience at this level.
- Minimum 2 years' experience in an aviation related Support or Project Management position.
- Experience within Aviation/Defence sector preferably in a government procurement or regulatory environment.

Gentex Europe Job Description



Competencies	Expected performance attainment level 0-5	Current level achieved rate 0-5	Gap	Comments	Key
Project Management Principles	3				0 Not Required
Estimating and bid preparation	3				1 Training necessary
Planning & Organising	4				2 In training
Stress Tolerance	4				3 Qual with s/vision
Risk Management	3				4 Fully qualified
Managing Customers	4				5 Able to train others
Managing Scope	4				
Analytical Skills	4				
Managing Team	2				
Up and Downwards Communication	4				
Travel: Generally, travel not req <input type="checkbox"/> Limited travel req <input type="checkbox"/> Regular travel req <input checked="" type="checkbox"/>					
Career Progression and Training and Development: After experience and understanding in Industry role, progression within organization.					

I hereby confirm that I have read and understood the Job Description, and will fulfil my duties and responsibilities in an efficient manner.

Full Name of Employee

Date and Signature of Employee

Full Name of Line Manager

Date and Signature of Line Manager