

**Customer Services Manager Jobs in Dubai | Thales Careers UAE**

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Company: Thales

Location: , Dubai, United Arab Emirates

Category: other-general

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Position: Customer Services Manager

The CSM is a customer facing role responsible for the most profitable execution of the customer contract whilst maintaining customer satisfaction. The CSM is accountable for driving and delivering on all key metrics affecting the performance of the contract.

Responsibilities:

Promote Thales image – product, processes and services through Customers visits and associated presentations

Identifies opportunities to increase repair market share through a detailed understanding of the customer, competitive and market environment.

Develop Customer knowledge (fleet, configurations and/or capability list, maintenance and repair status & evolution)

## Requirements:

Minimum of 15 years' experience in Program Manager, Account Management or Commercial related field. Background in airline / aerospace sector.

MA in Business or equivalent.

Ability to use basic PC with word processing, excel, PowerPoint, and basic Microsoft office, SAP, Salesforce

## Employer Description

Thales people architect solutions that enable two-thirds of planes to take off and land safely. We create in-flight entertainment systems that engross 50 million fliers every year and we develop the avionics that control the world's largest commercial aircrafts.

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