

Senior Services Manager – Customer Contract Management | GE Aerospace Dubai

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Company: GE Aerospace

Location: dubai

Category: other-general

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GE Aerospace is a world-leading provider of jet and turboprop engines, components and integrated systems for commercial, military, business and general aviation aircraft. At GE Aerospace, we believe the world works better when it flies.

Job Description Summary All activities providing the necessary support on pre- and post-contractual administration & management , Terms & Conditions of the contract and the Management of claims. Also involves definition, management, and execution of risk modeling activities in support of the contract or project. Also involves definition, management, and execution of contract estimating processes and activities to support tenders and project reviews. Impacts the team's ability to achieve service, quality and timeliness of objectives. The role is subject to operating policy objectives. There is moderate autonomy within the role. High levels of operational judgment are required to achieve outcomes required. **Job Description**

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Roles And Responsibilities

Responsible for the profitability and customer satisfaction for assigned contracts

Provide both service agreement, and time and material program management

Assist in sales campaigns for new contracts and proposals

Assure timely resolution of customer issues and customer satisfaction for assigned contracts

Interact with members of the customer service, parts & transactional services, field service,

repair service and/or other teams

Function as liaison between internal organizations and customers for assigned contracts

Requires specialized knowledge within the function. Influence the development of strategy for the area of responsibility, including control of resources and influences policy formulation.

Interprets simple internal and external business challenges and recommends best practices to improve products, processes or services. Stays informed of industry trends that may inform work.

Uses high level of judgment to make decisions and handle complex tasks or problems in areas of operational, product management, manufacturing, technology or engineering. Has ability to assess quality of information given and ask pertinent questions to stakeholders. Able to offer new solutions to problems outside of set parameters and is able to construct and provide recommendations. Uses multiple internal and some external sources outside of own function to help arrive at a decision.

May lead functional teams or projects with minimal resource requirements, risk, and/or complexity. Communicates difficult concepts and may influence others' options on particular topics. May guide others to consider a different point of view.

Required Qualifications

For roles outside of the USA- This role requires significant experience in the Services & Customer Contract Management. Knowledge level is comparable to a Master's degree from an accredited university or college (or a high school diploma with relevant experience).

For roles in USA – Master's degree from an accredited university or college (or a high school diploma / GED with at least 6 years of experience in Job Family Group(s)/Function(s)).

Desired Characteristics

Strong oral and written communication skills. Strong interpersonal and leadership skills.

Demonstrated ability to analyze and resolve problems. Demonstrated ability to lead programs / projects. Ability to document, plan, market, and execute programs. Established project management skills.

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