



## **JOB DESCRIPTION – MRO Executive – Repair Management & Contracts**

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**Reporting to:** MRO Team Leader – Repair Management & Contracts  
**Location:** Avtrade Global HQ, Sayers Common, West Sussex

### **Function:**

To select, monitor and report on aircraft component repair services from approved suppliers worldwide. Manage Avtrade and customer owned property relating to Repair Management (RM) and Contract (PBH) transactions maximising inventory quality and minimizing cost. To provide exceptional customer service at all times by on time delivery, maintaining and building effective partnerships to support Avtrade business objectives.

### **Responsibilities:**

- Source, purchase and manage component repair services for Avtrade and customer owed inventory adhering to MRO Processes and Procedures
- Accurate administration of aircraft component repairs to the business and aviation industry quality standards and airworthiness regulations
- Respond in a timely and accurate manner to customer Requests For Quote's (RFQ's)
- Process customer pre-alerts same day for RM orders
- Issue repair orders on approved suppliers on behalf of Avtrade in accordance with company processes and procedures
- Support MRO Administration team expedite open orders to achieve required delivery and service levels in accordance with customer expectations or contracted terms
- Create and process customer repair quotations ensuring relevant management & freight fees are applied, in line with company processes and contracted terms
- Evaluate MRO vendor workshop findings reports relating to contracted removals ensuring contract adherence and cost recovery
- Negotiate with suppliers to obtain best price, terms, warranty and service levels
- Develop successful supplier, customer and internal relationships through a combination of good written & telephone communication, including regular and punctual customer status reporting
- Process return shipments of customer owned property in line with business and contracted expectations and terms
- Process customer invoices ensuring all costs are recovered where applicable. Including but not limited to Management Fee's, freight, customer induced damage
- Provide excellent customer account management both internal and external to business
- Provide solutions and use initiative to satisfy order requirements and increase revenue.
- Attend customer /supplier meetings including occasional travel
- Develop business opportunities with suppliers and customers
- Understand and adhere to Export Control regulations where relevant
- Assist MRO Leadership with all tasks/projects as required.



## **Requirements:**

- Experience gained within an aircraft component, MRO or trading environment is desirable.
- Good administrative skills gained within an office environment
- Proven ability to provide and deliver excellent customer service
- Self-motivated, able to use own initiative and succeed in a busy environment
- Ability to travel as and when required
- Desire to learn and develop in depth knowledge and skills within Repair Management Components
- Experience of contract management
- Familiarity and understanding of AMM, CMM, MEL and IPC's
- Excellent communication skills at all levels, verbal and written
- Ability to multi-task, prioritise, meet deadlines and KPI's
- Good negotiation, organisational and time management skills
- Strong problem-solving ability with ability to use initiative and common sense
- Numerate, accurate with good attention to detail
- Analytical thinker with experience of producing and evaluating reports
- Capable to succeed in a busy environment
- Flexibility in working hours
- Knowledge of Export and Import procedures and controls
- Ability to use Excel, Word and Outlook, with exposure to Aircraft parts databases such as Quantum desirable
- Language skills desirable