

JOB DESCRIPTION

Job Title: Key Account Manager

Company: AAR International

Location: Gatwick

Reporting Line: Key Account Director

Date Amended: January 2023

Job Purpose:

The Key Account Manager (KAM) will manage allocated customer PBH accounts by ensuring contract service levels are delivered and the account/s achieves projected financial benefits for AAR.

The KAM will develop and sustain positive relationships with key staff, including senior management, to place AAR in the best position to achieve account objectives and to secure additional business.

In additional, provide focus on increasing margins, meeting contractual commitments, improving and enhancing operational efficiencies for AAR's Power-By-Hour (PBH) agreements.

Key Responsibilities:

- Develop and maintain positive relationships with KAM's allocated customer(s) including Senior Management
- Develop and maintain positive relationships with internal AAR stakeholders including:
 - IOC
 - Logistics
 - MRO
 - Finance
 - Account Receivable
 - Inventory Management
 - Business Development
 - Engineering
- Accountable for the Profit and Loss associated with the Customer PBH Agreement(s).
- Support to Account Receivable team to ensure the on time payment of invoices by Customer(s)
- As required, prepare for & attend Monthly Performance Business Review meetings with AAR senior management with regard to the contractual, operational and financial performance of the Customer agreement(s)
- Support the Core Return team to ensure adherence by Customer(s) to the contracted service levels
- Ensure monthly service level performance reports are prepared and circulated for review internally and with Customer(s)
- Ensure flight hour reconciliations and annual escalations are processed in accordance with the contract(s)
- Ensure customer(s) continues to comply with the 'conditions precedent' outlined in the contract
- Ensure all invoicing is up to date on a monthly basis

- Ensure regular meetings are conducted as required and that a formal contract review meeting is held as contracted
- Ensure pre-meetings are conducted with internal stakeholders , that management is briefed before and after each meeting and that Action Items are recorded to track agreed actions, action owners, action status and are used on a regular basis for subsequent meetings
- Managing and monitoring all operational KPI's to ensure contractual service levels are being achieved and contractual responsibilities are being adhered to.
- Work to improve cost management for all elements of the contract including but not limited to repair spend, freight and logistics.
- Provide guidance and input into the Inventory Management to ensure that the most optimised inventory is in place to support the contracts.
- To initiate and drive Continuous Improvement concepts and initiatives directly relating to the service delivery and processes associated with each contract.
- Ensure a contract/operations interface document is regularly reviewed and updated in conjunction with the customer and internal stakeholders
- Report any issues to the Manager in a timely manner
- Understand and contribute to ensuring departmental and company targets are met
- Adhere to all Health & Safety guidelines and Quality responsibilities
- Adhere to all AAR procedures and processes
- Ensure the work areas are kept in a clean and tidy condition
- As business needs dictate, the post holder may be required to undertake additional duties of a level commensurate with their existing responsibility.

PERSON SPECIFICATION

Candidates will be assessed on and must demonstrate how they meet the essential criteria during the recruitment and selection process.

I = Interview T = Test A = Application P = Presentation

Criteria	Essential (E) or Desirable (D)	Assessment Method
Qualifications and Education		
Masters degree in Business, Engineering, Commerce or equivalent experience	D	A
Experience, Knowledge & Technical Ability		
Demonstrable previous account management experience in the aviation MRO sector, especially with PBH contracts	E	A, I
Experience within the aviation industry or able to demonstrate equivalent relevant experience	E	A, I
Experience within an MRO environment	D	A, I
A strong understanding of Microsoft software with an advanced level of Excel	E	A, I
Skills & Abilities		
Presenting Data: a confident ability to present data and other information to internal and external senior management through effective methods and sourcing	E	A, I
Negotiation: ability to achieve your ideal outcome through evidence-based debate, clear communication and emotional intelligence	E	A, I
Analytical: strong skills to problem solve using critical thinking, visualization and inquisitiveness.	E	A, I
Communication: ability to work with all levels of internal and external organisations using the most appropriate method of communication for ultimate efficiencies	E	A, I
Personal Traits		
Relationship Building: showing mutual understanding, empathy and openness to build rapport with both internal and external stakeholders	E	I
Service-oriented: ready to go the extra mile for clients and internal stakeholders to meet / exceed business requirements	D	I
Proactive: self-initiated behaviour that endeavours to solve a problem before it has occurred	D	I
Responsible: takes responsibility for their actions and outcomes and is accountable to others	D	I

Job Circumstances		
Valid UK Driving License and ability to drive company vehicles	D	
Ability to work in a non-discriminatory manner	E	

DECLARATION

Employer Declaration

Signed on behalf of the employer

AAR International,
.....

PRINT AND SIGN

Line Manager

Date

Employee Declaration

I agree to the above duties as listed in my job description.

Signed by the employee
.....

PRINT AND SIGN

Employee

Date.....