

## **JOB DESCRIPTION**

<b><u>Job Title:</u></b>	Operations Specialist
<b><u>Company:</u></b>	AAR International
<b><u>Location:</u></b>	AAR LGW
<b><u>Reports to</u></b>	Operations Specialist Team Leader
<b><u>Date Amended:</u></b>	September 2022

### **Job Purpose:**

Positioned within the International Operations Centre (IOC) as part of the Operations Specialist Team; the main purpose of the role will be to fulfil operational demands from our airline customers while working with the Operations Specialist Team Leader and peers to ensure the group are delivering operational performance in accordance with contracted targets (KPIs) and obligations.

You will be expected to work closely and communicate with AAR's airline customers providing detailed and confident feedback to all the demands. Alongside ensuring all aspects of Materials, Procurement and Inventory Management are efficiently and effectively processed within the pre-determined parameters laid down by the Operations Specialist Team Leader.

As a member of the IOC Operations Specialist Team, you will be providing a focal point for the airline/ customer and internal stakeholders.

### **Key Responsibilities:**

- To act as a focal point & to provide the continuity for AAR contracted customers & Programme Managers.
- To act as the focal point for maintenance requests received from AAR contracted customers ensuring these demands are raised in a timely manner, sources of supply are identified and to arrange shipment in accordance with the contractual service level. Highlight any potential shortfalls, and working the solution with the supplier and airline/customer.
- To be aware and to assist with the airline/customer daily operational demands process, alongside the fulfilment of customer requests in accordance with the contractual service level.
- To assist with any customer backlogs either system or operational, ensuring customer delays are kept to a minimum whilst maintaining excellent communication with the customer, informing of potential alternative solutions & disruptions of supply.
- In the case of a Nil or No stock situation within the AAR inventory; Investigate the possible fulfilment of the open demand by expediting the Repair/Purchase Orders, FOC exchange with the Repair vendor. Review the system for alternatives, review relevant OEM websites for alternative that may be available in stock. In the event the demand cannot be satisfied from the expedite process, then tender the market for the most cost efficient supply solution.
- Once the demand has been fulfilled by either an internal or external solution follow the demand through until shipping information has been provided by the freight forwarder, & in turn communicate the latest updates to the Airline.

- Providing 360 feedback to the Operations Specialist Team Leader where future improvements and changes to our procedures will enhance the operation.
- Pro-actively engage with the allocated Programme and Operations managers to ensure implementation of all contractual requirements to guarantee customer satisfaction and contract performance.
- Identify at an early stage potential problems and risks, evaluate and anticipate implications and be proactive with all concerned parties in developing and defining contingency/recovery plans and actions. Escalation to the relevant manager to support with resolution.
- To ensure that where consumption can be forecast economic provisioning action is taken to provide requirements in a timely fashion obviating the need to purchase on a priority basis. Relevant for scheduled maintenance. (If required to work closely with the Chicago based Inventory Manager)
- The exploration of potential market source for new suppliers that could improve effectiveness, increase profitability or enable the company to embark in a wider range of activities should this be advantageous.
- Support as required with review Customer Main Base Kits and report on the status of fulfilment; liaise with the team to initiate the required transactions to maintain the MBK within the agreed parameters. In conjunction with the Program Mangers recommend changes to the MBK ensuring key operational components are held within the MBK's to meet fleet evolution and contracted deliveries.
- Ensure that all components float levels accurately reflect the operational requirement by producing a statistical analysis so that any surplus or shortfall can be highlighted and rectified. Also ensure all re order levels, minimum order quantities etc are set for ultimate efficiency on all items to prevent over stocking and stock out at all warehouses.
- Establish and maintain a high quality of service to internal and external stakeholders.
- Be in close relation with customer/be available to customer's questions.
- Report all info collected regarding issues, complaints, customer internal changes, best contact/interlocutor, fleet evolution.
- Event management: To be in control of personal events raised against the operational team, ensuring these are reviewed daily, actioned accordingly and approved in a timely fashion not to disrupt the invoice clearance process, negating potential accounts that maybe put on hold disrupting the supply of components.
- Responsible for maintaining your own personnel training and development, ensuring all mandatory courses are read and completed within My Connections/ My AAR in respect to company procedures and policy, and in turn adhered to.
- Report any issues to the Operations Specialist Team Leader 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/CV P = Presentation

Criteria	Essential (E) or Desirable (D)	Assessment Method
<b>Qualifications and Education</b>		
Educated to at least GCSE Maths and English Grade A- C (or equivalent)	E	A
<b>Experience, Knowledge &amp; Technical Ability</b>		
A broad knowledge and understanding of an Airline operating and business environment including Technical Services, Operations, Customer Services.	E	A I
Experience working with demanding customers	E	A I
Advanced computer proficiency: Microsoft Office - Word/Excel/Outlook and easily able to adapt to our internal IT-system.	E	A
Knowledge of IMOPS or a similar inventory management system	D	A I
<b>Skills &amp; Abilities</b>		
Analytical skills: must be able to gather information and use data to determine cause and effect for complex problem solving.	E	A I
Communication: excellent interpersonal and oral and written communication skills	E	A I
Problem Solving: ability to develop and implement new ideas to improve processes	E	A I
Negotiating skills: must have confidence and the ability to be persuasive and assertive – creative to find cost driven solutions.	E	A I
Strong judgment and decision making.	E	A I
<b>Personal Traits</b>		
Dependability: personally responsible, completes work in a timely manner, and performs tasks accurately.	E	I
Flexibility: must possess the ability to work within the 24/7 operation, to absorb operational multiple operational demands within a timely fashion.	D	I
Continuous learning: ability to learn new procedures and adapt positively to change.	D	I
Creativity: makes constructive suggestions and creates novel solutions to problems; evaluates new technology as potential solutions to existing problems	D	I
Independent: must have the ability to carry out and follow through on tasks with minimal supervision.	D	A I
Initiative: plans work and carries out tasks without detailed instructions, prepares for problems or opportunities in advance, undertakes additional responsibilities.	D	I
Organization: very detail oriented and always comes prepared.	D	I
Time management: ability to organize and manage multiple priorities and effectively deal with tight deadlines and pressure.	D	I
<b>Job Circumstances</b>		
Commitment to company values and ethics.	E	I
Must maintain strict confidentiality and professionalism.	E	I

