

JOB DESCRIPTION

<u>Job Title</u>	Supply Chain Specialist
<u>Reports to</u>	Supply Chain Team Leader
<u>Base Location</u>	AAR LGW
<u>Date amended</u>	March 2023

Job Purpose:

The role is positioned within the International Operations Centre (IOC) as part of the Supply Chain Team. Its main purpose is to fulfill operational demands received from our contracted (**Power-By-the-Hour – PBH**) airline customers via a combination of digital platforms, email and telephone correspondence – whilst taking operational ownership of a designated customer portfolio – acting as their primary focal point.

- Work with colleagues, reporting to the IOC Team Leader, ensuring the group is delivering strong operational performance in accordance with contracted targets, Key Performance Indicators (KPIs) and meeting obligations.
- Collaborate closely as a team, regularly communicating with AAR's customers, providing detailed and confident feedback to all demands and queries.
- Ensure all aspects of order management, procurement and inventory management are efficiently and effectively processed within the pre-determined parameters, as outlined by the IOC Team Leader.
- Contribute as a member of the operational team, providing a dedicated focal point for the airline customers, fulfilling requirements in accordance with contractual service levels.

Key Responsibilities:

- To act as a focal point, providing continuity for specific airline customers & Program Managers within your assigned portfolio.
 - Take responsibility for all demand requests associated with your airline customer portfolio, ensuring these demands are raised and fulfilled in a timely manner, in accordance with contracted requirements, highlighting any potential shortfalls, proposing possible solutions with the supplier and working closely with the airline customers.
 - Provide a weekly update to the operational team, including service level performance, and related operational metrics/KPIs associated with the customer portfolio.
 - To be aware and assist where required with the airline customers' daily operational demand process, assisting in the fulfilment of customer requests.
 - Monitor customer backlogs via our business intelligence software (DOMO), ensuring customer delays are kept to a minimum, whilst maintaining excellent communication with the customer, informing of potential alternative solutions & disruptions of supply.
 - Regularly checking the AAR pool inventory, in order to fulfil customer requirements.
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- 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 or FOC exchange with the repair vendor. Review the system for alternatives; review relevant OEM portals for an alternative option that may be in stock. In the event the demand cannot be satisfied from any of the aforementioned processes, 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 and communicate this information and any other relevant updates to the customer.
- Provide feedback to the operational management team where future improvements and changes to our procedures will enhance the operation.
- Pro-actively engage with the allocated Program Managers to ensure implementation of all contractual requirements to guarantee customer satisfaction and meeting contract obligations.
- Ability to identify potential problems and risks related to demand fulfilment at an early stage, evaluating and anticipating implications, being proactive with all stakeholders in developing and defining any contingency/recovery plans and actions.
- Responsible for maintaining your personnel training and development, ensuring all mandatory courses are read and completed within AAR's learning and development platforms (myConnection/Cornerstone).
- Being aware of and adhering to all company policies and procedures.
- Ensure that where consumption can be forecast (usually for scheduled maintenance), economic provisioning action is taken to provide requirements in a timely fashion, moving the need to purchase additional stock to maintain schedule. This may require a need to work closely with the Chicago based inventory management team.
- Regularly explore the market for new suppliers that could improve effectiveness, increase profitability or enable the company to embark in a wider range of activities.
- Regularly review customer MBKs and reporting on the status of fulfilment, initiating the required transactions to maintain the MBK within the agreed parameters. Recommending changes to the MBK, in conjunction with the Program Mangers, ensuring key operational components are held within the MBKs to meet fleet evolution and contracted deliveries.
- Establish and maintain a high quality of service to internal and external stakeholders.
- Build and maintain good customer relationships, making yourself available to answer customer questions in a timely manner.
- Regular reporting on customer service level performance and collaboration with the operational management team to implement corrective actions.
- Report all information collected regarding any issues, complaints, customer internal changes, best contact/interlocutor and fleet evolution to the operational management team.
- *Financial 'event' management:* To be in control of personal financial events raised against the operational team, ensuring these are reviewed daily, actioned accordingly and approved in a timely fashion so as not to disrupt the invoice clearance process, negating potential accounts that may be put on hold disrupting the supply of components.
- Perform ad-hoc duties as requested by the operational management team.

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		
Educated to Bachelor degree (or similar) or must have equivalent suitable experience.	D	A, I
Experience, Knowledge & Technical Ability		
Advanced computer proficiency: Microsoft Office - Word/Excel/Outlook. Must be able to quickly learn internal systems and processes	E	A, I
A broad knowledge and understanding of the airline industry and business environment including Technical Services, Operations and Customer Services.	D	A, I
Skills & Abilities		
Analytical: must be able to gather information and use data to determine cause and effect for complex problem solving.	E	A, I
Negotiating and Communication Skills	E	A, I
Dependable: personally responsible, completes work in a timely manner, and performs tasks accurately.	E	A, I
Able to easily learn new procedures and adapt to change.	E	A, I
Creative: makes constructive suggestions and creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.	D	A, I
Communication: excellent interpersonal and oral and written communication skills – Have an ability to communicate in English (spoken and written)	E	A, I
Time management: ability to organise and manage multiple priorities and effectively deal operate within taught tight deadlines and pressure.	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
Personal Traits		
An organised self-motivator	E	I
Independent: must have the ability to carry out and follow through on tasks with minimal supervision.	E	I

Initiative: plans work and carries out tasks without detailed instructions, prepares for problems or opportunities in advance, undertakes additional responsibilities on a regular basis.	E	I, A
Innovative: ability to develop and implement new ideas to improve processes	D	A, I
Organisation: very detail oriented and always comes prepared.	E	A, I
Strong judgment and decision making.	D	A, I
Job Circumstances		
Ability to work non-discriminatory manner	E	I
Able to work as part of a team	E	I
Commitment to company values and ethics	E	I
Must maintain strict confidentiality and professionalism	E	I