

Perform Air International Inc.
Section VI – Attachments
Att.61.01 - Job Description

Revision	Revision Date	Revision Change
N/I	02/08/2010	Initial Release/Re-release
1	11/21/2011	Revision for format
2	07/30/2012	Revised for consistency
3	08/16/2013	Revision to Department Manager and Immediate Supervisor
4	03/31/2017	Revision to Department Manager and Immediate Supervisor
5	01/31/2019	Revision to Grade Level, Department Manager and addition of Division Manager.
6	10/31/2021	Revision to Grade Level
7	12/29/2023	Revision to Division Manager
8	09/26/2024	<i>Revision to Qualifications</i>

Position Title: Customer Support Manager

Grade Level: 11-9198-12

Exemption Status: Exempt

Department: Customer Support

Division Manager: Executive V.P. Sales/Marketing

Department Manager: Customer Support Manager

Immediate Supervisor: Director of Customer Support

Duties, Responsibilities and Authority:

This position is responsible for the Customer Support function to ensure all customer contracts are scheduled and met. The Customer Support Manager has the authority and responsibility to data entry all customer contract information, as well as perform contract review on all customer repair orders and advises the customer when an amendment to the contract is necessary. The Customer Support Manager must maintain all customer contracts.

This position assumes responsibility for and has the authority to negotiate customer contracts and ensures a timely response to customer requests, comments, or complaints. This position is responsible for preparing estimates to customers and overseeing / providing backup for all customer support functions as well as the processing of daily billing in conjunction with the Accounting and Shipping Departments.

This position assumes responsibility for developing relationships with our customers. This interaction may take place at industry conferences or events, a customer's facility, on the telephone or at our facility.

The Customer Support Manager assumes responsibility for the issue of corrective actions for any accepted warranties.

Additional responsibilities of this position may be assigned at any time by the Director of Customer Support.

This position may require travel and is at the discretion of the immediate supervisor.

Qualifications:

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- Education: *High School completion or equivalent plus one of the following Experience or Training requirement/*
- Experience: *Two years' experience as a Customer Service Representative.*
- Training: *Two years in-house employment, and documented training records of at least 50 hours.*