

Perform Air International Inc.
Section VI - Attachments
Att.61.05 - Job Description

Revision	Revision Date	Revision Change
N/I	08/16/2013	Initial Release/Re-release
1	03/31/2017	Revision to Position throughout.
2	01/31/2019	Revision to Grade Level, Immediate Supervisor, Duties, Responsibilities and Authority and addition of Division Manager.
3	12/31/2020	Revised Immediate Supervisor as well as Duties, Responsibilities & Authority to change direct report to President.
4	10/31/2021	Revision to Grade Level
5	12/29/2023	Revision to Division Manager, Immediate supervisor
6	09/26/2024	Revision to <u>Qualifications</u>

Position Title: Director of Customer Support

Grade Level: 11-2022-19

Exemption Status: Exempt

Department: Customer Support

Division Manager: Executive V.P. Sales/Marketing

Department Manager: Director of Customer Support

Immediate Supervisor: Executive V.P. Sales/Marketing

Duties, Responsibilities and Authority:

As Director of Customer Support, this position assumes responsibility for ensuring all members of the Customer Support Department have been trained and are knowledgeable in all facets of customer support/service. This position supervises the Customer Support Manager, Customer Support Representative, and Customer Support Clerk positions. As the departmental manager, this position ensures a departmental weekly status report is available to all management personnel. This position also assumes responsibility for compiling data and creating any necessary spreadsheets or presentations as needed during business reviews or management review.

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

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.

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

The Director of Customer Support assumes responsibility for ensuring the issue of corrective actions for any accepted warranties, or systematic errors identified.

Additional responsibilities of this position may be assigned at any time by the President/ *Executive V.P. Sales/Marketing*.

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

Qualifications:

Education: *BA or BS Degree or High School completion plus one of the following experience or training*

Experience: *Four years' experience as a Customer Support Manager.*

Training: *Two years in-house employment, and documented training records of at least 150 hours.*