

# CUSTOMER SERVICES MANAGER

## **About Aviareto**

At Aviareto we build and operate a global online platform for the aviation finance industry.

We are a global service, operating an industry-platform to the highest cybersecurity standards using leading edge technology. We have invested heavily in our platform and people since we went live in 2006, and we will continue to do so. Even during the Pandemic, our business has grown, allowing us to have significant resources to invest in our future platform and skills base. We are growing our team and beginning our move to the cloud.

We are focussed on customer satisfaction. We work hard to understand our clients (through metrics and conversations) to ensure that our platform and processes are aligned with their needs, not our pre-conceptions.

We have adopted a continuous improvement approach to our business in the areas of quality, risk, cybersecurity, business continuity and customer service. Our shareholders provide excellent stability for the company and the benefits we offer are excellent. If you join Aviareto, you will be well rewarded, including pension, health insurance, life assurance and performance bonus.

As well as operating our business we are planning new lines of business and directly involved in research (applied and academic multi-disciplinary research partnering with international bodies and universities). We will support your further education and training.

During the Pandemic we have operated successfully from home, and we will continue to do so until it is safe to return to the office, possibly in Q4. Following that, we will adopt a hybrid working policy (home and office) with flexibility for individual circumstances.

Our swish office is in **Blanchardstown (Corporate Park 2)** with good public transport and free parking and includes a gym and large kitchen area.

## **About the role of Customer Service Manager**

Aviareto clients are professionals, often from law firms, banks, airlines and aircraft brokers, but also individual aircraft owners. These clients are based in over 100 countries with the bulk of our business coming from the US, Ireland, the UK and Canada. Other countries with a significant customer base are Singapore, the UAE, China, Brazil, India, Russia, South Africa and Australia.

The customer support team (we call them registry officials and senior registry officials) supports the use of the website ([www.internationalregistry.aero](http://www.internationalregistry.aero)) including some basic technical support for client-side issues and explains the regulations that cover the workings of the website. This team also does on-boarding of clients (checking their IDs etc) and loads data onto the website from aircraft manufacturers.

The work of registry officials is vital to the business and requires excellent judgement, analysis and communication skills, so this is not a typical customer support team. The team is functioning very well and achieving excellent customer feedback. As well as their customer support role, registry officials participate in software testing and documentation and work within our ISO system, which is very mature.

Support is provided from 07.00 to 03.00 five days per week (20 hours per day), commencing on Sunday evening at 18.30. However, the Customer Service Manager will not be rostered on shifts. This role is normal office hours, Monday to Friday. From time to time, when critical issues arise and a Senior Registry Official is unable to deal with the issue, out of hours escalations to the Customer Service Manager may occur – although this is rare. Most issues can be held over until the next morning.

Some international travel may be required to attend industry conferences, customer meetings and meeting with our regulator (ICAO). Travel would be no more than circa 5 trips per year mainly in Europe, North America and occasionally Asia.

The Customer Service Manager would be part of the Management Team at Aviareto and expected to contribute to the overall management and leadership of the company. This role reports to the Managing Director.

We do not expect any candidate to have every skill when they start – but a keen interest in learning and understanding our business and industry are vital to success at Aviareto.

### **Responsibilities**

- 1) Lead and motivate the customer service team, fostering a healthy culture
- 2) Create and manage individual staff training and development plans
- 3) Plan and execute customer service improvement initiatives
- 4) Instigate initiatives and changes aligned with the company strategy to further improve and strengthen the service
- 5) Monitor customer satisfaction and develop insights into potential improvements
- 6) Ensure compliance with procedures and processes
- 7) Identify and manage risks and controls
- 8) Contribute to the management team in developing plans and strategies for the company, including budgeting for the customer service area

- 9) Deal with escalated issues and sensitive issues
- 10) Managing staff leave, sick leave, rosters etc
- 11) Build an expertise in cybersecurity and lead the team by example in minimising risk and building resilience in this area
- 12) Ensure an appropriate Health and Safety regime is in place, with particular emphasis on the challenges for night shift staff
- 13) Manage and drive the development of the CRM & other operational support systems
- 14) Reporting and escalating all observed problems to proper operational escalation points
- 15) Preparing reports for the management team, Managing Director, Board and regulator as requested

### **Skills and experience**

- 1) Preferably a third level degree in business, however, we are open to individuals who have developed through experience and curiosity.
- 2) At least 5 years' experience in a similar role or equivalent
- 3) Excellent English, both written and verbal (including presentation skills)
- 4) Ability to analyse data and generate insights and to explain those findings
- 5) Excellent organisational and planning skills including the use of computer tools such as excel
- 6) Well-developed staff management skills in dealing with sensitive issues
- 7) Showing flexibility and humanity to the individuals on the team while finding ways of delivering on our business requirements
- 8) Vendor management including contract negotiations would be beneficial
- 9) Experience in regulated environment or in dealing with legal documents and contracts would be beneficial

You must have the right to work in Ireland on a permanent basis without the requirement for sponsorship.

### **Rewards**

- Competitive salary ranging from €70,000 to €75,000 depending on experience
- Performance Bonus of 15% paid annually
- Car allowance €10,000
- Pension scheme 7% by employer and 5% by employee
- Private health insurance and Life assurance
- Company laptop and phone
- Excellent office facilities including a gym and free parking
- We have a generous and fair set of staff policies including maternity, paternity, parental leave and 25 days annual leave etc.
- Generous educational and training support provided