



**AERO  
NORWAY**  
Quality Engines

# CUSTOMER SUPPORT PROJECT LEADER

Aero Norway is looking for Customer Support Project Leader

## Job description

- Overall project profitability for executed agreements against initial contract expectation.
- Ensure accurate, complete information and customer verifications and communicate with customer focus team
- Sole interface between the customer and the company, in all matters relating to the executed agreements and bring the issues that arise to prompt resolution.
- Communicate regularly with the customers on the project progress and issues of importance impacting the project progression.
- Ensure the team updates management when projects overrun and provide analysis as to the cause and project recommendations for resolution.
- Be proactive to improve customer support procedures and standards for your department
- Perform work in compliance with all applicable regulations and requirements, attend quality related training, and at all-time comply with the company quality policy.
- Actively contribute to achievement of Aero Norway AS plans
- Perform work in compliance with all applicable EH&S requirements, attend EH&S training, use prescribed personal protective equipment, exercise caution and otherwise contribute to preventing injury and illness

## Qualification

- Four year college degree or 5-7 years of industry experience as customer support role
- A wide knowledge of the aerospace industry is required
- Knowledge of legal contracts
- Must be proficient in MS Office
- Excellent communication skills in sales environment

## Abilities

- Result oriented
- Responsible
- Excellent negotiation skills
- Efficient and accurate

## We can offer

- The opportunity to learn and develop your career in an exciting industry.
- You will feel fully involved in the day to day operations of the business and will be able to influence the continued success and growth of a rapidly growing organization.
- We have a culture that's relaxed and down-to-earth, positive and professional.
- A proactive approach to constantly improving processes to ensure a rewarding working day and a good work life balance.
- Friendly work environment.

You can submit your application and CV to:

<https://www.jobbdirekte.no/cv/application/benefits.html?jobId=1069048>

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