



Senior Asst; Svc Contract & Warranty (Sr Service Center

Contact: ROCKWELL COLLINS

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Address:

Wichita

Price:

Check with seller

DetailsApplyRequisition ID: 16649 At Collins Aerospace, we're dedicated to relentlessly tackling the toughest challenges in our industry - all to redefine aerospace. Created in 2018 through the combination of two leading companies - Rockwell Collins and United Technologies Aerospace Systems - we're driving the industry forward through technologically advanced and intelligent solutions for global aerospace and defense. Every day we imagine ways to make the skies and the spaces we touch smarter, safer and more amazing than ever. Together we chart new journeys, reunite families, protect nations and save lives. And we do it all with some of the greatest talent this industry has to offer. We are Collins Aerospace and we hope you join us as we REDEFINE AEROSPACE. Job SummaryPerforms a wide range of internal Service Center/Base administrative and customer service duties which assist in providing efficient Service Center/Base operations. Assignments require applying working knowledge of center/base procedures and workflow activities. Requires working knowledge of SAP and other computer tools. Duties performed under direct to very little supervision. Job ResponsibilitiesUnder general supervision, directs customer inquiries regarding scheduling, quoting, and tracking of equipment repairs. Unpack customer equipment returned for test/repair from customer. Coordinate and create routine documentation of receipt, repair schedule of equipment necessary to comply with RCI policies and practices. Prepare repaired equipment and required documentation for return shipment to customers. Works on assignments moderately difficult, requiring judgment in resolving issues or in making recommendations. Utilizes enterprise systems (SAP) to input or extract most types of repair/material data for the center/base. Screens and directs incoming calls, able to answer a number of customer inquiries. Assists in interface with intra-company departments relative to warranty, credit, billing, and taxes for repairs and sales of stock. May be responsible to maintain accountability system on Collins Rental/Exchange units and coordinate movements of units with customers and pool coordinators in CR to allow for effective and efficient processing of orders. Normally receives little instruction on daily work, general instructions on newly introduced assignments. Basic QualificationsHigh School Diploma or equivalent At Collins, the paths we pave together lead to limitless possibility. And the bonds we form - with our customers and with each other - propel us all higher, again and again. Some of our



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