

**Department: Sales & Marketing**

**Reports to: Sales Manager**

**Job Title: Customer Service Representative—Repairs**

Acme Aerospace Electronics and Batteries power mission-critical operations for commercial, military, and general aviation, as well as industrial and medical applications. Built to rigorous commercial and military requirements, Acme's advanced power systems deliver ultra-reliable start-up, back-up, and emergency power for the world's most demanding customers in the harshest environments and under the most hazardous conditions. From our patented, sealed FNC batteries to custom-designed solutions, Acme delivers power wherever and whenever it is needed. Acme is a business unit of Avionic Instruments, a wholly owned subsidiary of TransDigm.

The Customer Service Representative at Acme Aerospace is responsible for a broad range of administrative and clerical duties and serves as the primary liaison between Acme's Repair Station (FAA Part 145 Repair Station) and customers worldwide. This position requires a detail-oriented team player who thrives in a fast-paced, diverse repair administration environment. Responsibilities include managing incoming repairs, maintaining repair workflow databases, handling incoming and outgoing customer correspondence, and compiling various reports. This is a customer-facing role that requires a customer-first mindset and the ability to manage performance metrics—including Turnaround Time (TAT) and On-Time Delivery (OTD)—to drive customer satisfaction.

**Essential Responsibilities:**

- Perform data entry into the repair order management network tool and ERP system.
- Use Microsoft Excel and Outlook to provide customer repair quotes, communicate delivery status, and compile on-time delivery and turnaround time reports.
- Process physical receiving and shipment of repair products in the Epicor ERP system.
- Invoice completed work and scan documentation into the repair order management network tool (ICM).
- Maintain continuous communication with customers, including global airlines, large aircraft OEMs, and military customers.
- Collaborate with finance and sales teams to process new orders, create customer accounts, establish credit terms, and generate quotes.
- Effectively manage and communicate with customers throughout the quote, approval, repair, and shipment processes.
- Maintain flexibility to support additional business needs as required.

**Requirements:**

- 3–5 years of experience in an administrative, customer service, or sales support role within a manufacturing environment.
- Ability to interpret customer requirements, government contracts, and commercial purchase orders.
- Ability to work independently with minimal supervision, as well as collaboratively in a team environment.
- Strong attention to detail with a focus on accuracy.
- Demonstrated ability to perform well under pressure while meeting high customer expectations.
- Associate or bachelor's degree preferred but not required.
- Excellent communication, presentation, writing, and analytical skills.
- Proficiency in the Microsoft Office Suite, with strong Excel capabilities.
- Ability to manage and prioritize multiple customer programs simultaneously.
- Demonstrated entrepreneurial mindset and strong problem-solving skills.
- Prior experience with any of the following platforms is a plus: Epicor ERP, Aeroxchange, Wide Area Workflow (WAWF), Commercial Asset Visibility (CAV), and ETQ Quality Management Systems.

**Physical Demands:**

Must be able to support standard business hours, Monday through Friday, and occasional overtime on weekdays or weekends as required by business needs. Must be able to lift and/or move up to 25 pounds and sit and/or stand for extended periods of time. The physical demands described are representative of those required to successfully perform the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

**International Trade Compliance Requirements:**

Due to the potential exposure to ITAR-controlled data and export control regulations, the applicant in this role must be a qualified U.S. person designated under INA, 8 U.S.C. 1324b(a)(3) or be eligible for any required authorizations from the U.S. Government.

**Work Environment:**

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time and an air-conditioned and heated office. The noise level is occasionally high.

**Disclaimer:**

The above information on this description has been designed to indicate employees' general nature and level of work performance within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.