



AAR Component Services (Thailand) Ltd.

บริษัท เอเออาร์ คอมโพเนนต์ เซอร์วิสเชส (ประเทศไทย) จำกัด

Quick AAR information / resources

Website: aarcorp.com

Careers: aarcorp.com/careers

Email: ACSTH-Recruitment@aarcorp.com

Customer Support Executive

The position

The Customer Support Executive assists the Customer Service team in managing all aspects of customer interactions, from order processing and quotations to service coordination and problem solving. This role ensures that customer requirements are met accurately and on time, while maintaining strong communication and positive relationships with both customers and internal teams.

Key Roles & Responsibilities:

- Act as the primary contact for assigned customers, managing day-to-day communications and building long-term relationships.
- Develop and maintain a positive and professional customer experience through timely responses and proactive communication.
- Receive and review customer purchase orders. Ensure accurate entry into the company's ERP system (Infor Syteline).
- Communicate changes in customer requirements to internal stakeholders and ensure proper follow-up.
- Prepare, generate, and distribute order acknowledgements and routine reports to customers and management.
- Monitor and track all customer requests and orders to ensure compliance with customer requirements.
- Prepare quotations and submit them to customers.
- Proactively follow up with customers on quotation approvals, pending documentation, or order status.
- Provide clarifications on workscope and other queries when requested by customers and internal stakeholders.
- Coordinate resolution of customer issues related to pricing, turnaround time, cost, quality, warranty, invoicing, and technical matters.
- Input, update, and maintain service orders in Syteline, ensuring accuracy and timely release. Hold service orders as needed for pending approvals, clarifications, parts, documents, shipping, or payment.

- Request shipment approvals from finance and coordinate with logistics for delivery and pick-up arrangements.
- Maintain accurate databases of customer information, contracts, service orders, and records. Collect and prepare data, reports, and documentation for CS team, management, finance, and external partners.
- Facilitate customer visits, inspections, and meetings at company facilities, ensuring smooth coordination with internal teams.
- Participate in company events, customer meetings, or symposium as required or assigned. Provide regular status updates to customers and internal stakeholders on order progress and delivery schedules.
- Prepare summary or analysis reports for management, sales or customers as required. Initiate and support continuous improvement initiatives to enhance customer service processes and efficiency.
- Act as backup support for sales, customer service team members, or customer service manager when required.

Qualifications:

- Bachelor's degree or equivalent education from an accredited institution
- TOEIC score of 700+ or equivalent English proficiency
- Strong verbal and written communication skills in English
- Ability to solve problems with strong attention to detail
- Service-minded with strong interpersonal skills and resilience
- Fluency in additional Asian languages is an advantage.
- Computer skills including Microsoft Office such as Word / Excel/ PowerPoint.

Total rewards

As an AAR team member your rewards include:

- Annual uniform
- PPE safety equipment
- Transportation
- Vacation benefits, including Thai Public Holidays
- Provident Fund
- Group Insurance
- Training and development opportunities
- Staff engagement and recognition events

Performance objectives

- **Teamwork** – collaborates with colleagues to achieve results and is also comfortable working independently
- **Building trust** – operates with integrity, discloses own positions, remains open to ideas, and supports others through dignity, respect, and fairness
- **Building relationships and partnerships** – develops and leverages relationships within and across teams to achieve results
- **Communication** – conveys information and ideas clearly and concisely to individuals or group in an engaging manner, helping them understand and retain the message

- **Analytical skills** – must be able to use data to determine cause and effect for complex problem solving
- **Quality orientation** – accomplishes tasks by considering all areas involved, no matter how detailed
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Why should you apply?

- AAR is the only aerospace / defense company on Forbes' America's Best Mid-Size Employers list.
- Our innovative and entrepreneurial culture encourages employee input in every aspect, from day-to-day activities to the company's future growth.
- Our learning and career development program affords employees a learning path with the necessary tools and resources needed to help build their career at AAR.
- We support non-profits and organizations that work to improve society in four primary areas: veterans and active military; education with an emphasis on STEM; health and wellness; and diversity / inclusion.

About AAR

AAR is an awarded global aerospace and defense company that offers employees a long-term career pathway and the opportunity to work with a great team! At AAR, our people remain our priority! We create the #BestTeamInAviation by focusing on recruitment, training, growth, engagement, and retention. AAR employees are empowered to meet their individual professional development goals through our global learning and development program, mentorship program, leadership training, continued education, networking, and much more!

AAR is committed to building a diverse and inclusive workforce. We encourage applications from people of all races, ethnic origins, religions, abilities, sexual orientations, gender identities, or expressions. We are dedicated to the health and safety of our people, our customers, and the communities where we live and work.

Primary Location: 700/160 Amata City Chonburi Industrial Estate Moo1, T. Bankao, A. Pantong, Chonburi, 20160 Thailand.

Qualified applicants may email their resume to ACSTH-Recruitment@aarcorp.com

Please submit your resume in PDF format.

Although all applications are appreciated, only those candidates selected for an interview will be contacted.