JD Customer Fulfillment Manager

The Customer Fulfillment Manager will be responsible for the success of the assigned production programs with specific reference to delivery performance, risk mitigation and capacity assessment.

Essential Responsibilities

- Identify critical shortages, monitor assembly coverage and flag parts for escalation
- Decide right allocation between Assembly and Spares
- Help reducing internal and external constraints through problem solving
- While protecting Customers, support Company Inventory targets
- Deal with external Customers for assigned programs on behalf of Avio Aero
- Act as Supply Chain point of contact for other teams (Programs, Finance, etc)
- Work closely with Site's Fulfilment teams and Procurement to define Output Plans with special focus on next 2 quarters outlook
- Be a proactive interface with internal and external customers
- Engage and escalate priorities in Supply Chain and other functions (Programs, Engineering, Quality) in order to meet Customer Satisfaction
- Provide timely updates concerning the assigned Program and – when required - at Critical Material Reviews and Deep Dive meetings
- Support long term solutions of Problem Lots issues
- Own critical Get Well plans
- Manage On Time Delivery and Critical Material Review metrics for assigned Program

Qualifications/Requirements

- Master's degree in engineering
- Solid experience in Manufacturing, Sourcing or other Supply Chain functions within Aerospace industry
- Strong organizational skills with proven ability to analyze and solve problems, coordinate and oversee complex activities.
- Strong relationship skills and ability to work effectively within a matrix environment
- Sense of urgency and ability to prioritize the tasks
- Proficient in Office and Outlook
- Knowledge of SAP
- Fluent in English and Italian, both oral and written
- EU work permit

Desired Characteristics

- Prior scheduling/fulfillment experience is preferred
- Strong problem-solving and analytical skills
- Able to simultaneously work on short term issues while keeping long term vision
- Strong influencing skills and ability to work within a matrix organization
- Six Sigma training is preferred
- Strong oral and written communication skills
- Strong interpersonal and leadership skills
- Use of digital tools