



PARIS SAINT DENIS AERO UK

JOB DESCRIPTION

Job Title:	Account Supervisor
Department Report:	Customer Service Team Leader
Reports To:	Site Manager, PSD Aero UK

Purpose or Job :

The Account Supervisor is responsible for managing and nurturing a portfolio of commercial client accounts. This role ensures high levels of client satisfaction through strategic guidance, timely service delivery, and effective problem resolution. The Account Supervisor acts as the primary liaison between the company and its clients, coordinating internal teams to deliver solutions that align with client goals and business objectives. Additionally, the role involves identifying opportunities for account growth, upselling services, and contributing to overall business development.

Principal Accountabilities

- **Customer Relationship Management**

Act as the primary liaison for key aerospace clients, including OEMs, Tier 1 suppliers, and subcontractors.

Build and maintain strong, trust-based relationships with commercial partners to support long-term collaboration and repeat business, through regular calls and visits.

- **Forecasts & Order Management**

Oversee the fulfilment of customer orders, forecasts, including pricing, delivery schedules, and product specifications.

Ensure orders are processed accurately and aligned with aerospace-grade quality and compliance standards (e.g., AS9100, NADCAP).

- **Technical Coordination**

Work closely with the quality and production teams to ensure materials meet precise aerospace standards.

Serve as a communication bridge between customer technical teams and internal departments.

- **Sales Support & Account Growth**

Identify opportunities for account expansion by understanding evolving customer needs and recommending appropriate products or services.

Collaborate with sales and business development teams on quotes, tenders, and long-term supply agreements.

- **Market & Industry Insight**

Monitor trends in the aerospace and specialty metals market to inform clients and adjust commercial strategies accordingly.

Provide input into pricing strategies based on market intelligence and material availability.

- **Issue Resolution & Escalation**

Proactively address any issues related to delivery, quality, or documentation, escalating when necessary to maintain customer satisfaction.

Ensure corrective actions are taken swiftly and documented thoroughly.

- **Documentation & Compliance**

Maintain up-to-date records of contracts, communications, and compliance documentation, ensuring traceability and adherence to regulatory standards.

Support audits and customer reviews as required.

- **Performance Reporting**

Monitor and analyse key account performance metrics to ensure alignment with customer expectations and internal targets.

Prepare and present detailed reports to both internal stakeholders and external customers, supporting data-driven decisions and continuous improvement.

Vision:

To be a trusted commercial leader who delivers exceptional value to aerospace clients through strategic account management, operational excellence, and deep industry knowledge. The role aims to strengthen long-term partnerships and support the company's position as a premier supplier

Content:

The Account Supervisor plays a central role in bridging customer needs with internal capabilities. This position involves managing complex accounts, ensuring contractual and technical compliance, and driving customer satisfaction through proactive communication and efficient execution.



Collaboration with internal teams and external partners is critical to achieving business objectives and supporting sustained account growth.

Knowledge and Experience

Knowledge:

- **Industry Expertise:** In-depth understanding of the aerospace steel market, including product specifications, quality standards and common industry practices.
- **Commercial & Technical Acumen:** Knowledge of the commercial aspects of aerospace supply chains, including pricing, contract negotiation, and compliance with regulatory requirements.
- **Customer Relationship Management (CRM):** Expertise in maintaining and growing customer relationships, with an ability to identify new business opportunities and drive strategic account growth.
- **Performance Metrics & Reporting:** Strong understanding of KPIs, performance tracking, and the ability to analyse and report on account performance to both internal teams and customers.

Experience:

- **Commercial Account Management:** 3-5 years of experience in managing complex commercial accounts, preferably in the aerospace or industrial manufacturing sector.
- **Sales & Business Development:** Experience in sales support and business development, with a proven track record of upselling, cross-selling, and driving account growth.
- **Contract & Order Management:** Proven experience in managing contracts and ensuring the accurate and timely processing of orders, with a focus on high-quality delivery and customer satisfaction.
- **Cross-Functional Collaboration:** Experience working closely with internal teams and external customers to ensure alignment on technical specifications and delivery expectations.
- **Problem Solving & Issue Resolution:** Demonstrated ability to address and resolve client issues quickly, with a proactive approach to anticipating potential challenges in the supply chain.