



TCR Group – Service Manager - Changi Airport

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About the position:

Managing and creating a high levels of productivity and efficient organisation of resources to maximise throughput and act to continuously improve day to day operations.

Your responsibilities and deliverables:

- Oversee the end-to-end service management process, from work order creation to completion, ensuring efficiency and quality at every step.
- Manage a team of technicians and service personnel, providing guidance, support, and training as needed.
- Utilize ERP software to schedule appointments, assign tasks, track progress, and optimize resource allocation.
- Monitor inventory levels, coordinate with vendors for replenishments, and ensure adequate stock availability for service activities.
- Maintain strong communication with customers, providing updates, addressing concerns, and ensuring a positive service experience.
- Analyze performance metrics and generate reports to identify areas for improvement, implement corrective actions, and drive operational excellence.

Your profile:

- Bachelor's degree in Business Administration, Engineering, or related field.
- Proven experience in service management, preferably with knowledge of ERP. Ground Support Equipment experience is highly desired.
- Strong leadership and interpersonal skills, with the ability to motivate and inspire teams.
- Excellent organizational abilities and attention to detail.
- Analytical mindset with the ability to use data-driven insights to make strategic decisions.
- Effective communication skills, both written and verbal.

Benefits:

- Competitive salary and benefits package.
- Opportunities for professional development and career growth.
- Collaborative and innovative work environment.
- Access to cutting-edge technology and tools to enhance productivity.

- Make a meaningful impact on our service operations and customer satisfaction levels.