**Satellite imagery customer service representative (m/f)**

Several positions for Satellite imagery Customer Service Managers are now open in Airbus Defence Geo Hungary Ltd. The successful applicants joining Airbus Defence and Space Geo Hungary will have the responsibility to manage the relationship with customers and ensure the delivery of ordered satellite images and derived products, hereby engaging with all internal teams (sales, marketing, production, satellite tasking, and finance). The position is located in Airbus Defence and Space Geo, Budapest facility.

**Activities**

Airbus Defense and Space operates one of the best-in-class satellite constellations. It produces a large set of products from raw imagery to highly elaborated advanced products. Our customers worldwide can access our products through various digital tools but require support from Customer Service.

Customer Service teams are located in France, Germany, US, UK, Singapore and China. A new team is set up in Budapest to enlarge our global service.

Customer Service is a global activity based on usual office hours and availability for 24/7/365 on-call duty with scheduled shifts between France and Hungary teams.

Daily activities (non-exclusive):

* Long-term customer relationship and continuous satisfaction. Engaging with all Airbus teams (tasking, production, technical teams, finance, sales, etc.) to ensure a positive end-to-end customer experience.
* Customer needs analysis and advice, phone/email support
* Confirming technical feasibility and satellite availability, finding solutions in case of acquisition conflicts or issues
* Technical & financial proposals writing
* Setup of customer’s contracts, implementation of customer-specific commercial conditions
* Management of customer’s orders with ordering portals, tasking tools and internal management tools (set up, follow up)

**Required skills:**

You will have to contribute to the continuity of the imaging service for urgent requests or for specific projects with 24/7 support and/or in shift schedules by rotations scheduled in advance. Excellent interpersonal and communication skills are imperative. Ideally, you have already held a position in which customer relations and internal collaboration were essential.

Adaptability, autonomy, sense of organization, responsiveness and rigor are also required for this position. Flexibility is key, as the role and tasks of the Customer Service organisation will be further evolving.

Language skills: Advanced level in English (understanding, speaking and writing). Correct level in German and/or French will be a strong advantage. Other languages are a “plus”.

With good communication skills fully in English, he / she will interact with support teams and internal or external clients / partners. A strong customer orientation with good listening skills and the search for solutions is an important aspect of the job.

A background or previous experience with satellite imagery or geospatial activities will be a plus but is not mandatory to be successful in this position. The successful candidate will have a strong interest in serving customers and in providing premium services and brings in a basic interest in technical products and tools.