



ESTIMATING COORDINATOR

Reports to: Group Commercial & Procurement Manger	Abbreviation: Est. Cord
Division/Department: Commercial	Deputised by: Sr. Estimator/Estimating Engineer
Location: Woodside	Version/Date: v2 May26

JOB PURPOSE

Primarily the role for the Est. Cord is to support the Commercial department and Estimating Engineers with Customer enquiries and loading them into the ERP system. The Est. Cord. must be able to review commercial details related to aircraft work from the Customer supplied details such as drawings and Bills of Material (BOM) and translate them into bid responses related to different types of applications, including but not limited to: sheet metal, fabrication, subassemblies, and machined parts including co-ordination and sourcing of materials, AGS, any tooling requirements and outside processes as and when appropriate.

As part of the role and the quotation process you will be required to carry out the high-level creation of the Manufacturing Planning Routing within the Kinetic MRP/ERP system entering the Set & Run Times. To determine and develop the most suitable and economically viable engineering methods for projects. Ensure progress to plan by working closely with site managers, and other engineers at all stages, coordinating the materials, in line with Customer requirements.

In the CSR aspect of this role, the focus is on Customer Relationship Management (CRM) and managing Customers to ensure compliance and the business secures VfM. In order to support business continuity this role will require from time-time, cross department functionality the CSR will be required to step-in and support other Teams in times of absence and or to support workload balancing.

ACCOUNTABILITY

- Ownership; take responsibility for your actions and their results, both positive and negative.
- Transparency; ensure the commerciality of the business is transparent to Customer and stakeholders alike
- Integrity; be honest with stakeholder and about strengths and weakness, proactivity seek feedback and that for others within your remit
- Problem solving; be proactive in identifying challenges and finding solutions rather than waiting for solutions to be presented.
- Team player; ensure you work well with others and activity promote collaboration with other stakeholders.
- Communicate effectively; maintain open and honest communications to ensure everyone understands the expectations and provide constructive feedback.
- Culture safe environment; create workplace where mistakes are viewed as learning opportunities; ensure team members feel supported and not micromanaged.

MAIN RESPONSIBILITIES AND DUTIES

- Customer, SPOC (Single Point of Contact) and Estimating Coordinator; collaborate with Customers, suppliers, and stakeholders, providing daily feedback and updates on open RFQs through to OPC
- Customer Interaction: Directly liaise with Customers to provide status, respond to general enquiries, and react to Customers within targeted timeframes, ensuring Customer expectations are met according to established Customer service standards.
- Sales Targets: Work towards departmental sales targets alongside the Estimators/OPC. Nurture new business opportunities and maximise each sales opportunity.
- CRM: Build and nurture Customer relationships, coordinate open RFQs, and maintain up-to-date Bid Register and Customer status reports.
- Carry out the high-level creation of the Manufacturing Planning Routing within the Kinetic MRP/ERP system entering the Customer data and operations, to enable Set & Run Times to be furnished.
- Carry out contract review of all new and repeat orders in line with the procedure
- Understand and translate Customer drawings, specifications, quality and regulatory standards into an Engineering Method of Manufacture (MoM).

- Ensuring all paperwork and documentation is logged according to company QMS
- Create bills of materials and routings for details and assemblies
- Engineering/Planning and setting out of manufacturing operations
- Enter Set & Run Times into the Kinetic ERP system, engineering where they are known from Legacy data
- Review and maintain the Legacy MTMS Data, CNC Machining profiles, CAD, Programming, Set up Sheets, Estimated Set & Run Times from the Legacy system
- Create Jobs/Quotes within the Kinetic ERP system either from Customer Purchase Order/IES Internal Sales Order (SO)
- Orders on Kinetic MRP Generated Job Suggestions
 - Download the Job Traveller(s) from Kinetic MRP system and print them out.
 - Collate all the required Technical Information (Drawings/BOM's, Customer Condition of Supply) to Finished goods
- Print the Job Pack for every Customer Process Sheets etc as needed
 - Collate and put together the Job Packs from all the above that is supplied to Production for manufacture.
 - Raising Requisitions (PRs where needed) for material and AGS procurement
 - Liaise with Customers & shop floor regarding engineering issues
 - Provide assistance and support to the Engineering Manager when required
 - Deciding on the most appropriate engineering techniques and sequences of activities for each
- Manufacturing Project Stage
 - Ensure that any planning sheets are amended once issues are identified.
 - Work closely with supervisors and operators to achieve the best manufacturing method.
 - Liaise with Customer Manufacturing Engineers/Design Engineers to resolve technical and manufacturing issue's as and when they arise.
- Complaint and Quality Management: Manage potential Customer complaints, report on internal quality issues, and provide feedback on any Customer Non-Conformance Reports (NCRs) received.
 - Assist with the close out NCR's/RCCA's as and when required.
- Actively work towards IES Continual Improvement (CI) goals (ensure opportunities are logged with QMS), look for efficiency/system improvements monitor team compliance and promote/build training tools to support internal development.
- Work with the NBD Manager and support new Customer enquiries.
- Other Duties: Perform any other duties within your capabilities as directed by the Company and that of its leadership.

CROSS DEPARTMENT FUNCTIONALITY (NON-CORE RESPONSIBILITY)

- Purchasing a wide range of aircraft parts and materials in-line with operational procedures.
- The timely placement/fulfilment of Requisition to Purchase Orders (PR-POs) and delivery of parts in-line with operational requirements.
- Work with suppliers and internal departments providing daily continuity, feedback, and updates on open repairs.
- Administer business workflow through IES ERP system to completion to ensure these Customer driven targets are achieved (5-days for PR-PO, 5 days for RFQ to Bid for SLA).

QUALIFICATIONS PREREQUISITES

- A high level of Customer Services experience with focus of delivering value, Customer experience advantages.
- Conscientious, confident and computer literate.
- Well organised and articulate.
- Excellent attention to detail skills.
- A good working knowledge of Industry, Databases and appropriate software packages which are used across IES.

OTHER SPECIFICATIONS

- Data analysis; analyse Customer data, determine integrity and trends and generate insights to inform decisions for the relevant stakeholders
- Technical proficiency; expertise in using ERP/WMS/CRM platforms, Customers or otherwise, develop tools to automations and efficiency
- Strategic thinking; develop long-terms plans, based on market trends, industry insights and achieve business and Customer goals and manage the relationship
- Communication; excellent interpersonal skills, the ability to explain complex concepts, scope clearly, lead training and support growth
- Leadership; be effective leader, drive my example, ensure buying and champion change

- Campaign management; drive commercial initiatives from start-end, work with other stakeholders to foster support to drive Customer engagement and, thus yielding positive Customer experience
- Cross-functional collaboration; work well with other stakeholders, ensure a collaborative culture is supported and ensure the business objectives are flow down to all levels
- Optimisation and Improvement; identify, implement methods of improving performance, strategy and streamline operation for efficiency and yield shareholder value.

EMPLOYEE DECLARATION

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager	
Print Employee Name:	
Employee signature:	Date:
Manager Name:	
Manager Signature:	Date