



Job Description for CLS Manager

Overview

Chess Dynamics is an established Leading Design & Manufacturing business, with several sites across the UK. Our product range is cutting-edge and services the surveillance and defense industries with products that aid specific client requirements - driving innovation is at the heart of everything we do.

We currently require an experienced and technically-minded CLS Manager to oversee the companies CLS offering. Contractor Logistics Support (CLS) exists to provide after-sales and through-life support to our systems or equipment that is deployed out in the field.

Key Responsibilities:

- **Management Logistics Support** – provide dedicated program support, being the first point of contact for technical queries and ensuring excellent customer relationship management. Create a CLS Management Plan to include Risk Management. Perform DRACAS / FRACAS trend analysis & reporting as well as providing management with quarterly progress reports, including reliability and maintainability data.
- **Repair & Service Support** – be the first point of contact for customers to determine system faults and if required arrange the return and repair or service of goods. Oversee the progress of repairs and ensure the goods are returned in a timely fashion.
- **Post Design Services** – management of support documentation such as manuals, training material, parts lists, spares lists, drawing and schematics. Responsible for safety assessment, upgrades & enhancements, capability improvements & obsolescence management.
- **Spares & Consumables Support** – spares & buffer stock provisioning – review level of spares available including supplier held spares. Define consumables and review spares & consumables pricing.
- **Field Service Support** – coordinate with the Field Service Engineers regarding site visits including installation, customer training, routine maintenance, servicing & emergency breakdown.

The Successful Applicant:

- Previous experience within a CLS Customer Support role is required
- A hands-on technical / engineering background is essential
- Previous exposure within the defence / military industries is a must – ex-forces desirable
- Excellent communication skills with the ability to manage internal and external customers

What's on Offer

A competitive salary with benefits including 26 days Annual holiday (Plus Bank Holidays), Contributory Pension, Income Protection, and a High-Street Discounts Scheme.

If you are interested in applying for this position, please forward your CV and Covering Letter to recruitment@chess-dynamics.com