

Business Analyst (16 months)

There's a New Energy on Board! Our company MHI RJ Aviation Group (MHIRJ) provides comprehensive critical operational, engineering and customer support solutions including maintenance, refurbishment, technical publications, marketing and sales activities for the global regional aircraft industry. Headquartered in Boisbriand, Quebec, and bolstered by an Aerospace Engineering Center, MHIRJ's network of service centers, support offices and parts depots are positioned in important aviation hubs in the U.S., Canada and Germany. A wholly owned subsidiary of Mitsubishi Heavy Industries, Ltd, MHI RJ Aviation Group includes MHI RJ Aviation ULC (Canada), MHI RJ Aviation Inc. (U.S.A.) and MHI RJ Aviation GmbH (Germany).

At MHIRJ, our employees work together to evolve mobility worldwide - one great idea at a time. You will be part of the Customer Response Center (CRC) team within Commercial Aircraft, working with a group of subject matter experts (SMEs) responsible for aircraft maintenance and flight operations performance.

From engineering and technical support to providing mobile repairs, specialized key training and more, our support services are designed to maximize the efficiency of our customer operations to help airlines' business grow and thrive. The Customer Response team is responsible for answering any technical questions of the MHIRJ Commercial Aircraft products and ensuring that our customers operates the CRJ fleet safely and on time.

Your tasks will include:

- Develop and execute new marketing strategies for Customer Response Center (CRC) deliverables
- Promote the CRC services to new or legacy customer base
- Market research based on CRJ historical technical demand and new aviation business trends to develop new services.
- Develop CRC brand positioning (social media)
- Support development of new Customer Relation Management (CRM) on behalf of the CRC

You will develop the following skills:

- Leadership
- Communication and presentation
- Build and develop your career in a challenging environment by leveraging your skills and innovativeness.
- Prioritization
- Sound judgement
- Business acumen

The skills you bring:

- You have completed 3 years in a Bachelor's degree in Mechanical Engineering/Aerospace Engineering, Project Management

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<https://resources.workable.com/blog/writing-job-descriptions-hiring-millennials>

- Excellent communication and selling skills
- Strong team player

Additional details:

- Position located at Mississauga, Ontario or Boisbriand, Québec – flexible working schedule with expectation to be physically working at the office when required (subject to change while adhering to provincial guidelines for COVID-19)

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