

Business Operations & Planning 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).

The Customer and Product Support is responsible for providing In-Service Engineering including Customer Response Centre and Mobile Repair Team, Maintenance & Publications Services, Program Management, Regional Support Offices & Field Service and Training

In this role you will support the CPS Management with governance, budgeting, financial management & forecasting and strategic planning.

Your tasks will include:

- Lead the budgeting, financial management / forecasting, manpower planning and governance.
- Work with management teams to support the timely and successful deployment of cross-functional initiatives
- Support the business unit/departmental strategic planning and competitive services
- Analyze and communicate key data to assist senior management in determining key area of focus; prepare and make oral and written presentations of findings/recommendations
- Regularly align commercial and financial performance metrics with P&L stakeholders and Finance
- Use your business acumen and change management skills to research the feasibility of ideas and use your creativity to overcome barriers to implementation
- Develop business cases, change management and communication plans as needed
- Collaborate with colleagues in other departments to align strategies and processes
- Lead brainstorming sessions, conduct research, perform benchmarking or analysis
- Rigorously follow-up on projects to ensure completion of implementation action items
- Assist the change process, focus problem solving and elicit total involvement through strong facilitation skills
- Deepen our understanding of the customer experience and develop actionable plans based on findings
- Lead/coordinate process improvement initiatives

The skills you bring:

- University Bachelor's degree in Business Administration or Commerce with at least three years' pertinent experience.
- Demonstrated accounting experience and business case development and validation
- Ability to translate complex business problems into practical models
- Self-motivated, with strong project and change management skills
- Well organized and meticulous with excellent problem-solving and analytic abilities.
- Strong communication skills and the ability to adapt your delivery to your audience (fluency in both official languages is considered an asset).
- Demonstration of the leadership behaviors embraced by our company
- Independent, able to work with little supervision
- Comfortable working at all levels within organization
- Able to adapt to changing priorities
- Strategic mind with analytical and synthesis skills
- Proficiency in MS Project, MSOffice suite, Power BI and Visio

Additional details:

- Position located at East Mississauga, Ontario – flexible and hybrid 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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