



Job responsibilities

- Establish operational objectives, KPIs and assignments to subordinate managers and engineers. Overall responsible to assure that Department KPIs are met.
- Be the Champion of the customer and the customer's voice throughout the factory. Effectively communicate all customer requirements to appropriate departments. Ensure ESCATEC's Customer Service Policy is implemented for your customers.
- Responsible for managing the long term business relationship between the Customers and ESCATEC and to assure that overall Customer satisfaction exceeds the requirements.
- Develop, train and be an excellent leader for KAMs.
- Review the KAM's Customer Account Development Plans for your customers and achieve agreed targets for sales and profit.
- Review and act where necessary on Customer Satisfaction Survey Results.
- Communicate customer requirements, specifications, project schedules and budget constraints to other departments and senior management.
- Handling costing and review quotations, price feedback and price negotiations, prepared/ carried out by KAMs, in order to win new business from existing customers.
- Develop and implement solutions to resolve issues or capitalise on opportunities that benefit both ESCATEC and the Customer.
- Coordinate activities with responsibility for projects of larger complexity and impact in terms of costs, methods, and employees.
- Review and assess project schedules, financial parameters and technical requirements, to ensure successful implementation of projects and NPIs from initiation through to delivery. Follow-up on all start-up activity (NPIs) and hold scheduled reviews for customer projects to ensure all milestones meet committed dates. Prepare reports for customers and management.
- Provide overall coordination of international manufacturing transfer projects from one site to another (also called Gateway process).
- Develop status reports, including project financials, ensuring project teams are meeting customer requirements and maintaining cost control.
- Prepare and conduct presentations concerning projects and programs.
- Prepare business forecasts for the combined KAM portfolio.
- Work with materials sourcing managers to ensure customer cost reduction programs are established and executed effectively.
- Facilitate the customer's interface with all other departments as required.
- Ensure internal customer business reviews are conducted effectively.
- Review root cause analysis and provide direction to resolve customer issues.
- Interact frequently with high profile customers and/or functional peer group managers. May interact with senior management as well as middle management and individual contributor groups.
- Develop, propose modifications and execute company policies and standard operating procedures.
- Perform other duties as assigned by the General Manager

Job requirements

- Bachelor's degree in business management, engineering, manufacturing, or a related discipline; MBA (optional).
- Minimum 8 years of progressive experience in program/key account management roles; electronics manufacturing.
- Knowledge of program management, manufacturing, supply chain, quality and engineering functions.
- Dynamic builder of long term relationships with customers and operations, with track record of identifying new areas of opportunity and negotiating complex business deals for mutual benefit.
- Effective at overcoming objections, through effective techniques and understanding customer's needs.
- Experience growing and managing large accounts with multiple programs, projects, customers, and sites.
- Ability to influence and successfully lead in a fast-paced, matrix-reporting, multi-cultural environment.
- An effective communicator with customers, suppliers, executives, peers, and subordinates.
- Strategic thinking, problem-solving, negotiation, and decision-making skills.
- Drive for Results and Perseverance.
- Well versed in all MS Office applications.
- Ability to travel on short notice.

Contact

Ms. Nadia Shahlizam
HR Officer
ESCATEC Mechatronics Sdn. Bhd.
Johor Bahru, Malaysia
Nadia.Shahlizam@escatec.com
+60 7 3567 213