



Job responsibilities

- 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.
- Prepare and continually update 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
- Feedback to customer all relevant data requested in formats required by customer.
- Coordinate activity of Sales Representatives (where applicable) for your customers.
- Prepare and review all quotations to your customers. Coordinate approval with GM/BUM/DCS.
- Travel as required to meet with customers at their locations.
- Host customer visits and prepare presentations.
- Follow up with customers on quotations, price feedback and price negotiations. Coordinate approvals and responses with BUM/GM/DCS.
- Direct the materials sourcing team to solve problems for your customers.
- Follow up on all start-up activity and hold scheduled reviews for assigned customer projects to ensure all milestones meet commitment dates. Prepare reports for customers and management.
- Review and prepare all customer forecasts, budgets and targets. Obtain approval from BUM/GM.
- Work with GM and materials organization to ensure customer cost reduction programs are established and run effectively.
- Facilitate customer interface with all other departments as required.
- Ensure internal customer business reviews are implemented effectively to include review of P.P.V.
- Any other assignment given by the superior.

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

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