

POSITION:

Account Manager

DEPARTMENT:

Engineering

Function:

The Account Manager oversees and coordinates all aspects of the account and acts as the liaison between Beach Mold and Tool and the customer.

SCOPE:

Internal (within company). Communicate internally all customer requirements both written and oral as necessary to insure that company management and functional departments within the company clearly understand the customer expectations.

External (outside company). Communicate with the customer to understand all customer requirements to build and maintain an ongoing strong relationship between the company and the customer.

RESPONSIBILITIES:

1. Communicate with the customer to understand all customer requirements to build and maintain an ongoing strong relationship between the company and the customer.
2. Communicate internally all customer requirements both written and oral as necessary to insure that company management and functional departments within the company clearly understand the customer expectations.
3. Coordinate the efforts of the functional departments with the company to ensure that all customer expectations are being fulfilled.
4. Assure that the customer account maintains profitability through price negotiations, cost reduction activities, cost avoidance, and good business practices.
5. Advise company management of any escalated issues that may hinder the company's performance to meet the customer expectations.
6. Study market trends through analysis of industry, market, customer base, and competitor activities that may effect the industry, company or the customer.
7. Negotiate contracts, order policies, pricing, and other inter-company documents as necessary.
8. Perform other tasks as assigned.
9. Assist project engineer with customer engineering, manufacturing, and technical requirements.
10. Assist project engineer with J.D. Edwards setup and product scheduling and forecasting.
11. Assist customer service, scheduling, and manufacturing with ramp plans, recovery plans, EOL plans, and other manufacturing plans as required to satisfy customer expectations.
12. Assist quality in continuous improvement plans, corrective action preparation, customer RMA negotiation, and other quality activities as required.

REPORTING RELATIONSHIPS:

Reports to the President.

EDUCATION AND TRAINING:

Education. Four-year college degree required.

Experience. At least three years previous experience in a leadership role (a combination of 1 & 2 may be substituted for a total of seven years). Knowledge of manufacturing and production is highly desired. Minimum 1 1/2 years experience in injection molding industry.

Skills. Must have excellent organizational skills and reading and comprehension skills. Must, also have good problem solving skills and be able to deal with time demands.

Behavioral Characteristics. Must be self directed and have the initiative and drive for constant improvement in quality and performance. Must maintain a positive attitude and follow the basic principles when dealing with other employees above and below the position. Must listen to understand clearly, give feedback to others, get your point across, acquire, evaluate, use and communicate information. Must be able to deal with change, ask questions to clarify information, be a team player, and work smarter.

Print Name

Signature

Date