

# Key Account Manager

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## Purpose:

Key Account Managers are the 'engine room' of the business and their role is to provide customers with world class customer service, and to set standards in this area.

## Main Responsibilities/Accountabilities:

- 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
- Host customer visits and prepare presentations and travel when necessary to meet with customers.
- Prepare and follow up with customers on quotations, price feedback and price negotiations.
- Direct the materials sourcing team to solve sourcing problems for customers.
- 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.
- Prepare business forecasts.
- 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.
- Responsible to develop/acquire new customers according the sales strategy
- Support/contribute to sales growth of other group companies
- Active acquisition of new customers
- Prepare, review, and approve quotations, present and negotiate all quotations to prospective
- Negotiate engineering agreements
- Lead the team and coordinate their activities

## Requirements:

- Minimum 5 years of experience in customer environment or in a similar position
- Excellent interpersonal skills for effective communication at all levels, including with senior management, customers at all levels of management, suppliers, and factory personnel.
- Strong project management, business analysis and sales skills.

- Excellent English language skills, both written and verbal
- Really good computer skills and knowledge of the MS Office (primarily Excel, Outlook, Word, PowerPoint)
- The ability to positively motivate employees
- Excellent ability to assess situations and solve problems, ability to make necessary decisions and determine priorities in stressful situations