



### 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
- 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.

### Job requirements

- 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.
- Preferably have a Degree in Electrical / Electronic / Mechanical Engineering with a working experience of 2 years or more in contract manufacturing in the electronics and/or plastic injection moulding industry.
- Knowledge of tool making/moulding will be an added advantage.

### Contact

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