

**Job Description :**

- 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) with Project Managers to ensure all milestones meet committed dates.
- 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.
- Lead Customer Focus Team ( MyCom) in meeting operational KPIs and customer expectations on OTD, quality and cost. Operational KPIs are Quality, OTD, Inventory Management, Collection and P&L
- Facilitate and develop the team towards achieving the KPIs and Customer Satisfaction

**Job Requirement :**

- Excellent interpersonal skills for effective communication at all levels, including with senior management, customers at all levels of management, suppliers and factory personnel.
- Strong sales skills, project management and business analysis.
- Excellent English language skills, both written and verbal,
- Preferably have a Degree in Electrical / Electronic / Mechanical Engineering with a working experience of 5 years or more in contract manufacturing in the electronics.
- Knowledge of tool making/moulding will be an added advantage.