

JOB PROFILE

JOB TITLE:

Senior Customer Account Manager

DEPARTMENT:

Customer Services,
Office Based in
Basingstoke.

REPORTING TO:

Commercial Manager

MAIN PURPOSE OF JOB:

Servicing existing key customer accounts and supporting BDM's in the development of major new accounts.

A Senior Customer Account Manager with the ability to project manage major customer accounts with a high degree of emphasis on technical needs of the customer. Providing accurate technical services before and after the point of sale, ensuring customer satisfaction.

As a Senior Customer Account Manager, you should preferably have worked in an CEM environment either at an engineering level or at senior level on the shop floor, be able to explain and offer advice about the technical details of the process's used by EC to a non-technical audience. You should also be results-driven and aspire to achieve specific account growth goals.

Ultimately, you should be able to provide technical, product and business knowledge to support sales processes and strengthen customer relationships.

MAIN RESPONSIBILITIES & KEY TASKS:

A pro-active, hands on Senior Customer Account Management role.

Manage and interpret customer expectations and general activity, heighten customer interaction by means of good communications when required, customer visits and involvement with internal and off-site customer meetings.

Project manage the transfer and implementation of large new customer projects from development to customer delivery.

Working closely in partnership with the external Sales team to ensure customer satisfaction and secure repeat business.

Close Management with strong support relationships of key accounts.

Identifying and highlighting opportunities to increase and develop House Sales Accounts.

Liaise with engineering, estimating, purchasing and sales to own and control key customer specific projects.

KNOWLEDGE AND SKILLS:

Excellent Customer Communications.

Commercial acumen

Confident to present both internally and to the customer base.

Negotiation skills, determination and persuasiveness.

Excellent written and oral communication skills.

Computer Skills- Must be experienced in the use of Word and Excel as well as accurate customer tracking via a CRM tool such as ACT.

Good command of the English language both verbally and written.

Excellent organisational and time management skills.

Ability to work calmly and methodically when under pressure from a busy and varied workload.

An ability to analyse and evaluate situations to produce a range of effective solutions to problems.

EXPERIENCE:

Previous experience dealing with customers in a CEM sales and technical environment.

A good working knowledge of the following process's

- i. **Automated Surface-mount assembly**
- ii. **General PCB assembly**
- iii. **Cable and wire harness assembly**
- iv. **Electronic component selection and processing requirements**