



Inside Account Manager - Job Description

1.0 Position Summary:

- 1.1 This position is responsible for working directly with internal and external customers in account management support. Works closely with sales staff and is the primary customer contact person for day to day quoting & operations support.
- 1.2 Is the **"Voice of the Customer"** internally on all issues in conjunction with outside sales and sales administration.
- 1.3 This position is responsible for **managing customer's expectations internally by account**, assembly/BOM and at times to the individual part number to insure accurate quotes and manufacturing of PCBA's to "Customer Satisfaction" for specific ATC accounts.
- 1.4 This position is responsible for communicating ATC expectations externally with the account in partnership with sales administrator and outside sales staff by account, assembly/BOM and at times to the individual part number to insure accurate quoting and manufacturing of PCBA's to "Customer Satisfaction" for specific ATC accounts. This person will manage the action items needed from our customers to engineering, purchasing, quality and documentation in order to meet their production requirements.

2.0 Reports to:

- 2.1 Sales Manager

3.0 Direct Reports:

- 3.1 See the **A07FN Organization Chart**

4.0 Job Classification: << List Exempt or Non-Exempt>>

5.0 Core Values:

As an employee, you should be aware of and practice the Analog Technologies, Corp. **Core Values**:

- Integrity
- Engagement
- Innovation
- Relationship
- Judgement
- Time
- Environment

6.0 Duties and Responsibilities:

- 6.1 This position is responsible for providing complete and accurate customer requirements internally at the start of a customer quotation to ensure that quotes are done correctly to meet customer's expectations. Completes form S03FN and any additional internal paperwork needed in order to sign off on quote and start it internally. Follows procedures SO5PR and SO7PR for all quoting.
- 6.2 Works with sales manager on completing pricing for quotes.
- 6.3 Reviews and signs off on quotes to ensure that quote meets all customer requirements before they are sent to customer. Sends completed quotes to outside sales, the customer directly or puts them online in



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- locations for direct customer access. Account and Sales Manager determine where they go and who will send them.
- 6.4** Provide Monthly updates to the 90 day rolling forecast of total bookings for Territory. The forecast is due by the 5th of each month.
 - 6.5** Order Forecast expected to be at 90% accurate for 30 days and 70% accurate for 60 and 90 days. The forecast will be by account, program and assembly..
 - 6.6** Annual billings plan presented in December and updated in June.
 - 6.7** Support all internal quote activity as needed with documentation, purchasing, engineering and scheduling to insure quotes completed thoroughly and accurately and in timely manner.
 - 6.8** Works with customers, sales administration and scheduler on all push outs, pull-ins, on-hold notices to insure all procedures are followed completely and accurately for each. Manages internal and external customer expectations regarding production schedules.
 - 6.9** Is responsible for creating, tracking & coordinating all customer related change notices internally and externally to insure customer documentation and ATC documentation match and changes are followed throughout the assembly production process.
 - 6.10** Is responsible for tracking & coordinating all RMA's or any quality related issues in from customers to insure complete resolution of issues both internally and externally.
 - 6.11** Is responsible for follow through on any NCR's related to accounts to insure correct follow through to "Customer Satisfaction".
 - 6.12** Follows all procedures as outlined in QMS manual.
 - 6.13** Attend Weekly Sales meeting: Provide updates on account issues and present action items that need to be supported by outside sales. Help prioritize action items needed for company support to either win new business or insure we keep the business we have.
 - 6.14** Escalate any unresolved issues and exceptions to management.
 - 6.15** Collaborate with Engineering on resolving any customer related issues to help meet customer requirements. Escalate as required to customer or management.
 - 6.16** Collaborate with Purchasing as requested by sales manager or Materials manager on resolving any customer related issues to help meet customer requirement. Escalate as required to customer or management.
 - 6.17** Collaborate with shipping & receiving on any customer related issues to help support keeping customer schedule. Escalate as required to customer or management.
 - 6.18** Collaborate with Quality department and Documentation Control on any customer related issues to help meet customer requirements. Escalate as required to customer or management.
 - 6.19** Collaborate with Production and scheduler on any customer related issues to help support maintaining "accurate and current customer expectations" regarding their internal build schedule. Escalate as required to customer or management.
 - 6.20** Attend Quarterly Business Reviews (QBR's) – Provide record of meeting, summary of action items and corrective action items and manage action items through to completion. Help prepare sales staff for



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QBR's. Schedule internal preparation meeting and insure that all staff is equipped and prepared for each QBR customer meeting.

6.21 Provides "Back up" responsibilities to Sales Administrator for order entry, quote generation, change notices and order acknowledgements.

6.22 Other responsibilities as assigned by manager.

7.0 Qualifications: (Education, Training, Skills, and Experience)

7.1 Bachelor's Degree or equivalent work experience preferred.

7.2 Project Management: Experience tracking and managing multiple details within multiple projects & priorities simultaneously.

7.3 Problem Solving: Experience collaborating with different internal and external partners to solve complex customer issues.

7.4 Excellent interpersonal and communication skills, both written and verbal,

7.5 Ability to write effective and accurate reports & business correspondence.

7.6 Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

7.7 Minimum 3 years of experience required in electronic manufacturing industry

7.8 Proficient in Outlook, Word and Excel preferred.

7.9 Working knowledge of Vantage (ERP), SAP, Oracle or custom ERP software preferred.

8.0 Performance Metrics:

8.1 Performance metric requirements and measurables are listed on the **Q41FN Quality Policy and Quality Objectives** for global manufacturing quality objectives and on the individual **Q45FN Turtle Diagram/Process Mapping** for KPIs (Key Process Indicators) each specific manufacturing area / line

9.0 Physical Parameters:

9.1 Must have finger and wrist dexterity with repetitive motion.

10.0 QMS (Quality Management System) Awareness:

As an employee you should be aware of:

10.1 The **Quality Policy (Q41FN)**;

10.2 The **Quality Objectives (Q41FN)** including how they apply to your position and where to reference them;

10.3 Your contribution to the effectiveness of the QMS, including the benefits of improved performance;

10.4 Understanding the implications of not conforming with the QMS requirements;

10.5 Understanding the processes and documentation used of the QMS for my position;

10.6 Your contribution to product or service conformity;

10.7 Your contribution to product safety; and

10.8 The importance of ethical behavior.

11.0 QMS Training Needs:

11.1 Defined on the **QMS Training Matrix** and are outlined in the **QMS Training Procedure (M102SOP)**.