



JOB DESCRIPTION

Position Title	Account Manager	Department(s)	Customer Service
Direct Report(s)	None	Revision/Approval/Date	09/20/05
Pay Schedule		Pay Type	Exempt

JOB SUMMARY

The Account Manager represents EE Technologies, Inc., by developing and maintaining strong relationships with customers. The Account Manager serves as a liaison between customers and the operations team with a primary goal of managing customer orders and communicating status proactively.

RESPONSIBILITIES

- Communicate with external customers regarding quoting requirements and schedules, product specifications and documentation, order information and confirmation, production status feedback, delivery schedules or delays, quality issues, purchasing lead-time and price issues, and engineering revisions and testing requirements.
- Communicate with internal customers regarding production capacity, production scheduling and MRP, purchasing cost information for quoting, order entry verification, production tracking of account products, and quality issues.
- Confers with customers in order to provide information about products and services, take or change orders, respond to inquiries and to communicate status related to orders, complaints and RMA's.
- Processes request for quotes including gathering customer documents to prepare quotes, facilitating quotes and responding to customers with completed quotes.
- Refers unresolved customer grievances to designated departments for further investigation and follows up to ensure that appropriate changes were made to resolve customers' problems.
- Keeps records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Recommends improvements in products, packaging, shipping or service methods and procedures in order to prevent future problems.
- Solicits sale of new or additional services or products.
- May be asked to perform other duties at a lower level or higher level of proficiency or not related to this classification on occasion.

EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED.
- 2-4 years of experience in manufacturing or service industries.

SKILLS AND ABILITY EXPECTATIONS

- Good organizational and communication skills, detail-oriented.
- Ability to work under pressure, multi-task and prioritize tasks with strict deadlines.
- Demonstrate time management skills.
- Using logic and reasoning to offer solutions to problems.
- Teaching others new processes and procedures.



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EXPECTATIONS

- Set the example by actively contributing to department and company goals.
- Clarify expectations and seek additional training as needed.
- Build quality into work. Ensure processes are consistent with quality objectives. Be aware of current quality levels versus target levels.
- Develop and achieve departmental/company goals and controls. Make suggestions for improvement in areas of cost reduction, processes, quality and productivity.
- Maintain a clean and safe work area.

PHYSICAL REQUIREMENTS:

- **Temperature:** 65 – 75 degree
- **Humidity:** Normal
- **Other Hazards:** None (mechanical, poor ventilation, chemical, electrical, etc.)
- **Percentage of time spent outside:** 0%
- **Protective Clothing Required:** ESD Smock when in production
- **Physical Activity:**

Sit – 80%	Stand - 5%	Walk – 5%	
Squat - 1%	Bend - 1%	Twist - 1%	Lift –1%
Climb - 5%	Drive - 1		
- **Reach above shoulder - 2% Other - _%**
- **Maximum consecutive time during the normal workday for each activity:**

Sit – 4 hrs	Stand – 30 min	Walk – 15 min	Drive – 4 hrs
Squat – 5 min	Bend – 5 min	Twist – 5 min	Lift – 5 min
Reach above shoulder: 15 min	Push – 5 min	Pull – 5 min	
- **Tools/Equipment Used:**

Frequency of Use:			
	1-33%	34-66%	67-100%

Computer			X
Office Equipment		X	



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Repetitive Use of Hands & Feet:

	Not Req'd	Occasional	Frequent	Continuous
Simple Grasping			X	
Pushing/Pulling		X		
Typing/Data Entry				X
Fine Manipulation	X			
Repetitive use of foot in operating machine controls	X			

Sensory Requirements:

Weight required to be manually lifted each normal work day:
 (Occasional = 1-33%, Frequently = 34-66%, Continuous = 67-100%)

	Not Req'd	Occasional	Frequent	Continuous
Up to 10 pounds			X	
Up to 20 pounds		X		
Up to 35 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Lifting and Carrying:

Documents to file and delivering samples/materials