

	<b>Section No.</b> SAL-002 <b>Issue Date:</b> 05/28/08 <b>Revision Level:</b> C <b>Revision Date:</b> 07/8/10 <b>FLSA Status:</b> Exempt	
	<b>JOB TITLE: ACCOUNT MANAGER</b>	
<b>Dept:</b> Sales	<b>Salary Level:</b>	<b>Reports to:</b> Sales Manager and/or Account Executive

**SUMMARY:**

The Account Manager maintains relationships and favorable contacts with current and potential accounts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Resolves customer issues/problems using independent judgment and discretion.
- Receive, coordinate and act upon customer service calls from both Customers and Sales Reps.
- Collaborates with a wide variety of functional areas such as sales, engineering, marketing, manufacturing, and operations to develop and provide product definitions responsive to customer needs and market opportunities.
- Maintains communications and contacts to collect and analyze technical, financial, marketing, schedule, and sales information for product.
- Balance voice of customer with the voice of the Company – communication
- Profitability of account, Prices, Quotes, Review costs, Premium freight, and Packaging costs
- Visits existing customer base.
- Reviews sales to forecast performance.
- Relies on experience and judgment to plan and accomplish goals.
- Update and maintain schedule based on new orders from customers and schedule changes. Communicate changes to manufacturing and purchasing.
- May direct and lead the work of others.
- Advocate a working environment that promotes creative thinking, problem solving, and ingenuity while maintaining a high ethical standard.
- Promote a team environment with a positive attitude.
- Participate in TS 16949 and Continuous Improvement requirements.
- Adhere to all Sun Microstamping Safety Procedures and Accountabilities (Ref. 1.003.005).
- Perform other tasks as required.
- Team Oriented Problem Solving in 8-D Format

**EDUCATION and/or EXPERIENCE:**

- Bachelor’s Degree in Business or related field desired.
- Five years related experience and/or training preferred.
- Computer Proficiency; Microsoft Office, ERP preferred.
- Understanding of TS 16949 quality systems preferred.
- Engineering background desired.
- Knowledge of Metals industry/stamping and Plastics industry/molding desired.

**Associate**

**Approved By:** Phil Ross  
**Title:** Vice President Sales

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_  
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**Date:** \_\_\_\_\_  
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