



## **KEY ACCOUNT MANAGER**

### **WHO WE ARE**

Machine Sciences makes machined parts perfectly for our partners and customers -- some of the world's most advanced companies at the forefront of innovation. We hold ourselves to the highest standards in rapid development and pride ourselves on producing some of the most complex machined parts for world changing technologies. Our team is growing with our business, and we are seeking highly talented, energetic people, driven people to join our team of go-getters in delivering superior products and top-notch support.

### **OVERVIEW**

Responsible for the health and growth of Machine Sciences' existing customer base, the Key Account Manager is the owner of the relationship with our customers — the face of our business. As such, they must exude our Core Values of Hungry, Humble, Collaborative, and Smart when interacting with our customers. Always looking for methods to impress and delight the customer, outpace expectations, earn new work, secure the continuation of existing work, optimize profitability, and understand every need our customers may have. Once work is secured, the Key Account Manager operates cross-functionally to ensure the promises made to our customers can efficiently come into reality internally.

### **ESSENTIAL DUTIES, RESPONSIBILITIES, + CHARACTERISTICS**

- Develop and improve customer relationships to build increasingly healthy business
- Creatively identify alternative methods to grow relationship within existing customers, accessing underleveraged areas of customers' business
- Thoroughly understand the business, programs, products, buying staff, and structure of each customer and opportunity
- Understand customer part prints, specifications, quality requirements and other technical details at a serviceable level
- Provide constant top-notch service and responsiveness to customers with unwavering accuracy
- Maintain a dynamic and updated forecast
- Communicate externally and internally with clarity and professionalism
- Timely responses to all customer inquiries and requests, which may be outside our normal business hours
- Quickly and concisely communicate any updates to customer work to the broader organization
- Tenacious, scrappy, go-and-get-it attitude
- Populate the CRM with perpetually updated information about customers, programs, buying staff, etc.
- Monitor win/loss ratio, understanding how to optimize profitability without jeopardizing good business
- Build out quotes that are rooted in reality, meet the needs our customers, align with our capabilities and competencies, and are ultimately healthy for our business. Do this in a timely fashion.

- Orchestrate, lead, and participate in QBR's [Quarterly Business Reviews]
- Set and meet sales goals and objectives set by leadership
- Project management work when required
- Consistently deliver accurate and comprehensive information to the Planning Department
- Be a champion for your customers' work internally
- Support the onboarding of new customers
- Additional work as requested
- Work as a complementary team member who wants the customer and
- College degree preferred
- Mathematical and technical expertise will be considered and significant advantage

## **CORE VALUES**

Machine Sciences takes our Core Values very seriously. You'll thrive in our culture if these describe you:

- Humble
- Collaborative
- Hungry
- Smart