

Nortech Systems, Inc.
BEMIDJI – Wire and Cable

Please forward a cover letter, resume, and salary requirements to:
dbonner@nortechsys.com , or fax to 218-333-0223. Reference the job title in the subject line.

Job Title: Customer Business Manager
Department: Customer Care
Reports To: General Manager
FLSA Status: Exempt
Prepared Date: 5/23/10
Approved By:
Approved Date:

Summary: The Customer Business Manager will support the business relationship between assigned customer(s) and the Nortech manufacturing facilities ensuring that Customer Expectations are met and/or exceeded. The Customer Business Manager is accountable for driving customer focused, cross-functional teams and providing required reports while administering and coordinating the entire supply-commit process with the plant. The CBM will have commercial management of customer(s) including product margin, product pricing, excess & obsolete material issues, accounts receivable issues, and ECO's with the customer. This person must understand the customer(s) contract terms and it's implications on the order process.

Acts as an advisor to program team regarding projects, tasks and operations. Familiar with standard concepts, practices and procedures within the field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required.

Essential Duties and Responsibilities: Provides support to company in all or some of the following areas:

- Manage and deepen the critical account relationships and coordinate the flow of information with customer
- Consults with Sales Management on relationship and account strategy. Reports new program opportunities, customer management changes or key personnel changes to Sales Management.
- Align strategic objectives between customer and company
- Grow revenue from assigned customers
- Accountable for all aspects of customer satisfaction for assigned accounts
- Conduct high level periodic reviews and directs the consolidation of account performance metrics
- Document and report all relevant data on status of account
- Responsible for the completeness and acceptance of all customer proposals
- Participates in planning process with customer service, sales and operations to determine manufacturing solutions.
- Coordinates and monitors the scheduling, pricing and technical performance of company programs.
- Assist with the implementation of the sales process, linking the customer to operations
- Aids in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plan, specifications, and financial conditions of contracts.
- Develops new business and expands product line.
- Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents within budget.
- Acts as advisor to program team regarding projects, tasks and operations.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Four year degree in related field and 4 years program management experience, OR similar combination of work and educational experience. Experience in a manufacturing environment preferred. Experience in a contract manufacturing environment strongly preferred.

Language Skills

Ability to read and interpret documents such as; blueprints, operating instructions procedure manuals and safety rules. Ability to write routine reports and correspondence with high level of accuracy and professionalism. Ability to speak effectively before groups. Ability to negotiate. Spanish bilingual a plus.

Mathematical Skills

Basic math skills, such as, addition, subtraction, multiplication, division, unit of measure, and percentages/ratios to calculate pricing, discounts, specifications and units of measure

Reasoning Ability

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

Computer Skills

Demonstrated proficiency with Microsoft Office and Manufacturing ERP systems

Certifications, Licenses and Registrations:

EMS Program Management Training Preferred

Travel Requirements: Up to 25% travel domestically and internationally

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle or feel. The employee is occasionally required to walk, stand, and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, color vision and peripheral vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Comments: This job description in no way states or implies these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor or manager.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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