



Value Stream Account Manager

The Value Stream Account Manager (VSAM) leads the interface between the customer and various SigmaPoint (SP) functional areas. This position is responsible for leading the Customer Focus Team (CFT) and managing the day-to-day customer relationship. In essence, be the “voice of SigmaPoint” to the customer and the “voice of the customer” to SigmaPoint.

- The VSAM is responsible for managing the business customer relationship portfolio.
- Lead Customer Focus Team to deliver appropriate levels of customer service and satisfaction
- Manage and Lead Tactical Customer Support
- Manage the customer relationship

Main Responsibilities;

- Lead Customer Focus Team (CFT) to deliver appropriate levels of customer service and satisfaction such that members are engaged, responsible and productive to satisfy internal & external metrics
- Support the CFT in continuous improvement / lean activities and programs
- Work with team members to present issues and alternatives to the customer
- Ensure the CFT is properly interpreting and executing contractual requirements
- Manage and Lead Tactical Customer Support
- Work with CFT to provide acceptable commitments based upon customer demand and SPs capabilities
- Monitor customer's open orders
- Coordinate, negotiate and communicate commitment dates on customer orders
- Work with CFT to hold effective Kick-offs and Manufacturing Readiness Reviews (MRR's)
- Participate in periodic revenue reporting updates and work with finance to establish customer goals
- Coordination of periodic pricing reviews
- Ensure Engineering Change Orders (ECO's) are implemented effectively and priced appropriately
- Escalate issues as appropriate through internal site management and corporate resources
- Maintain an awareness of the customer's life cycle plan for assemblies and product lines
- Coordinate timely execution of legacy quotes for existing customers as required
- Submit Request for Quotation (RFQ) for legacy solutions to quoting
- Maintain high levels of customer satisfaction with an advocacy attitude and drive
- Facilitate and support Quarterly Business Reviews and drive to closure subsequent actions
- Coordinate customer site visits

Requirements:

- Must possess excellent oral and written communication, organizational and troubleshooting skills
- PMP designation is preferred or proven work experience in project management
- Create presentations, documents, etc. for management and customers to effectively communicate business problems and solutions
- Ability to learn the operating facets of the Electronic Manufacturing Services (EMS) industry
- A working knowledge of MRP systems is required
- Must be able to problem solve, prioritize and have the ability to multitask and continuously improve processes and capabilities.
- Exceptional computer skills, experience with Excel, Microsoft Office, Power Point.
- Attention to detail, highly organized and efficient, flexible
- Ability to multitask in a fast-paced environment

Please send your resume to:

Via email: receptionist@sigmapoint.com

SigmaPoint is an equal opportunity employer; however, only those applicants who meet our requirements will be contacted. In accordance with the Accessibility for Ontarians with Disabilities Act, SigmaPoint is pleased to accommodate individual needs of applicants with disabilities within the recruitment and selection process. Please call 613-937-4462 or email receptionist@sigmapoint.com if you require an accommodation to ensure your equal participation in the recruitment and selection process. Closing date: Friday November 16, 2018