



manufacturing partner
to innovators



Account Manager

Company:	SMTC Corporation	Location:	San Jose, CA
Department:	Account Mgmt.	Reports:	Sr. VP of Sales, Marketing and Customer Experience

Company Overview:

SMTC is a global Electronics Manufacturing Services (EMS) provider with over 25 years of experience working in partnership with Original Equipment Manufacturers (OEMs) in computer, industrial, communications, consumer, medical and renewable energy markets.

- **SMTC** has 4 manufacturing / technology centers worldwide, approximately 550,000 square feet of capacity, and more than 40 manufacturing and assembly lines. Our global footprint includes operations in Canada and the United States and low cost/higher volume manufacturing in Mexico and China.
- **Our customers are the heart of our business.** We go to great lengths to build strong, synergistic relationships with our customers and business partners worldwide. That's why so many SMTC customers have been with us for more than 7 years, and some for more than 15 years.
- **Our services, processes and capabilities deliver customer value.** SMTC provides global end-to-end solutions including design, new product introduction, manufacturing, supply chain management, and after-sales services for the whole product lifecycle.
- **Our people make it happen.** SMTC employees are responsive, results-oriented professionals with a track record for innovative, flexible solutions focused on customer needs. Our expertise in quality, technology and supply chain management offers customers a distinct competitive advantage.

SMTC common shares are listed on the NASDAQ under symbol SMTX. SMTC exchangeable shares are listed on the Toronto Stock Exchange under symbol SMX.

Position Overview: The Account Manager is responsible for working with cross-functional teams, within SMTC and within the customer's organizations, to maintain and grow the customer relationship.

Key Responsibilities:

- Provide overall leadership for the cross functional team that supports the customer including establishing, communicating and driving a customer-centric business plan
- Develop, maintain and communicate a customer account plan including account revenue, profitability, cost savings
- Recognize and develop incremental business opportunities and devise strategies to pursue additional revenue
- Oversee pricing and re-evaluations, material standards, RFQs and proposals, inventory settlements, and cost reduction plans
- Successfully negotiate various issues within the customer contracts

- Orchestrate the transition of large and/or complex program transitions

Required Skills & Knowledge:

- Excellent organizational, analytical and interpersonal skills with a customer -focused, team player attitude
- Exceptional communication skills (written and verbal), with the ability to interact with all levels within SMTC and the customers
- Ability to conceive, document and communicate business strategies
- Excellent time management and project management skills
- Excellent computer skills (Microsoft Office & Lotus Notes)
- Able to work well under pressure and meet deadlines in a fast-paced environment
- Customer interfacing experience

Required Qualifications and Experience:

- 7 to 10 years of experience in an EMS contract manufacturing environment
- Post secondary education in a business or engineering discipline
- An established track record in a program management role
- Knowledge of manufacturing, engineering and supply chain processes
- Multiple language capability will be a huge asset, particularly Spanish, Mandarin, Cantonese

Required Leadership Capabilities:

- Strong commercial sense, customer focus and passion for our business
- Ability to recruit, develop and coach employees and peers and communicate clearly and candidly regarding their performance
- Strong interpersonal skills including confident and persuasive communication skills, both orally and written
- Personal energy and motivation to lead a group of individuals and/or projects
- Strong organizational and work planning skills
- Maturity to establish credibility and respect with a broad range of individuals and influence key stakeholders across all functions in the organization, including the necessary cultural skills to operate successfully
- Ability to make fair and ethical decisions based on fact and business conditions
- Strong strategic thinking and analytical skills combined with an ability to research information
- Creativity to have a vision and strategy to continuously improve processes and systems
- Potential to take on progressively more responsible projects and positions in the organization

APPLICATION PROCESS: All applicants interested in this career opportunity should send their cover letter and resume to corporatehr@smtc.com and quote the position title in the subject line.

Please note that only those applicants selected for an interview will be contacted directly.

Contact Information

Company: SMTC Corporation

Email: corporatehr@smtc.com