



manufacturing partner
to innovators



New Customer Introduction (NCI) Manager

Company:	SMTC Corporation	Location:	Fremont, CA
Department:	Sales & Marketing	Reports:	Senior Vice President of Global Sales, Marketing, & 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 industrial, medical, commercial, communications, high tech consumer, aerospace, defense, security, power and 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 strategic valuable 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.

Position Overview: The New Customer Introduction (NCI) Manager will support the onboarding and transition of customers to SMTC and between SMTC global manufacturing locations. They will need experience in Program Management, Project Management, Account Management, Operations, and Transition Management. Experience in Business Development is a bonus. The NCI Manager will also be responsible to support the New Product Introduction (NPI) of products as needed. They will be responsible for the customer relationship, project planning, and communication during the pre-engagement and initial launch of a customer into SMTC. They will work closely with each team member in maintaining the project schedule and the delivery of all the deliverables.

Key Responsibilities

- Project planning from initial customer engagement, prototyping, NPI, pilot, and early production

- Ensure completion of NCI Checklist and Commercial elements are in place for business engagement
- Organize meetings with customer and prepare site teams
- Provide time to revenue strategy, quotations, and reviews with SMTC management teams
- Work with the site program management and NPI teams to transition completed sales into working accounts
- Create project plans; well defined scope, deliverables, with input from GM, NPI Team and the customer
- Reviews the transition status and ensures that project milestones and objectives are completed on time and meet the customer's expectations
- Develops the Action Register together with the customer; a summary of actions that may impact the project schedule
- Coordinates weekly status conference calls with the customer and the NPI Team by using the Action register as the main management tool
- Maintains and updates the Action Register during the conference calls with input from the customer and the NPI Team
- Communicates on a frequent basis of the status of each project to the respective customer, NPI team, and SMTC Senior Management
- Maintain close business relations with General Manager (GM) as the commercial leader for the factory

Required Qualifications and Experience

- Excellent understanding of all major technical processes
- Demonstrated strong leadership skills
- Must be motivated, autonomous and a highly driven individual
- Strong interpersonal skills
- Articulate verbal communication, writing and negotiations skills
- Ability to work with people of different levels of the organization, both in technical and non-technical capacity
- Exceptional project management , organizational and time management skills
- Willingness to travel in the United States, Mexico and Asia
- Strong working knowledge of PCBA, box build and system integration processes; an Engineering degree or background would be an asset
- Ability to travel throughout USA, Canada, Mexico, Asia and Europe as required
- Strong commercial sense, customer focus and passion for our business
- Confident and persuasive communication skills, both orally and written; a 2nd language would be a definite asset
- Personal energy and motivation to lead a group of individuals and/or projects
- Strong organizational and work planning skills; Ability to work independently, reporting remotely

- 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

Required Skills & Knowledge:

- University degree in business or related discipline
- 10– 15 years of experience project/program management and/or account management
- 5 – 10 years of sales experience working for an EMS provider
- Cross-market experience in medical, industrial, telecom, and computing
- Strong medical EMS experience will be preferred

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

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