

**Position:** Account Manager

**Salary:** circa £35,000+bonus scheme

### **About Swan EMS**

Founded in 1999, Swan EMS - a division of EC Electronics – are an Electronics Manufacturing Service company (EMS) with production facilities in the UK, Netherlands and Romania.

We can offer a comprehensive range of services, focusing on PCB Assembly, Cable and Wire Harness Assembly and Complete Product Assembly.

Our mission is to be the best in-class electronics manufacturing services partner for OEMs and product innovators, providing superior quality and value to our customers.

### **Job Purpose:**

We are seeking a dynamic and driven Account Manager to join our team. As an Account Manager, you will be responsible for building and maintaining strong relationships with our customers. Working closely with customers you will need to understand their needs align our extensive capabilities to meet their objectives.

### **Responsibilities:**

- Manage and interpret customer expectations, enhancing interactions through effective communication.
- Oversea and manage the transfer and implementation of large new customer projects, from development to delivery.
- Collaborate with customers' purchasing, engineering, and design teams to ensure Swan/EC involvement in all new projects.
- Build and strengthen customer relationships by identifying and highlighting new business opportunities within the assigned account base.
- Liaise with internal departments within Swan EMS & EC Electronics to ensure maximum customer satisfaction.
- Load sales orders and take responsibility for the New Product Introduction (NPI) process where appropriate.

### **Knowledge Skills And Experience**

- Excellent Customer Communication skills.
- Commercial negotiation at a senior level.
- Confidence in presenting, both internally and to customers.
- Effective listening skills with the ability to note and recall detailed information.
- Proficient in Word and Excel; ideally familiar with Sage 200, Uniplan, and EES ERP systems.
- Good organisational and time management skills.

Swan EMS Ltd

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Registered in England no: 03573232.

- Ability to work calmly and methodically under pressure.
- Analytical skills to evaluate situations and produce effective solutions.
- Experienced in the use of Word & Excel. Previous experience with MRP software useful.
- Previous experience dealing with customers in a Technical Sales and outsourced manufacturing environment.
- Working knowledge of Automated SMT PCB Assembly, considered desirable.

**We can offer you:**

- Outstanding benefits package including private healthcare.
- Sales based bonus scheme.
- Enhanced holiday entitlement.
- Enhanced maternity and family leave.
- Employee Assistance Programme.

This is an office-based opportunity with some travel within the UK and Europe as and when required.

If you are interested in applying for this role, or would like to find out more information please click email [alawrence@swanems.co.uk](mailto:alawrence@swanems.co.uk)