

Position:	Director, Strategic Customer Relationships
Reports To:	Director, Semiconductor Business Unit
Location:	California or Texas, Preferred
FLSA Classification:	Salaried Exempt
Approval Date:	March 2021

## **JOB SUMMARY:**

The Director, Strategic Customer Relationships supporting the Semiconductor market will be responsible for sales, marketing and business development activities for a specific set of customers. This includes facilitating day-to-day customer activity, cross BU interaction, and relationship management as well as working closely with our Innovation team to promote new products, capabilities and services to this customer base.

## **ESSENTIAL FUNCTIONS:**

- Responsible for managing Technetics Semi's largest OEM account, developing effective working relationships across many different levels of the customer organization, and creating loyalty to Technetics Semi.
- Utilize clear communication methods internally between Singapore and Daytona operation sites.
- Ability to build synergies across business units within the Advanced Surface Technologies segment (LeanTeq / Alluxa).
- Manage all sales activity within account base for all Technetics Semi's products, with a focus on our innovation activities and the majority of time spent visiting or in contact with customers.
- Responsible for new application identification and being liaison between customer and applications/development engineering.
- Responsible for attaining revenue goals within account base.
- Responsible for customer interaction and relationship management within assigned account base to support growth and ensure service levels and customer satisfaction.
- Responsible for representing customer requests and perspectives to production, operations, quality, and management personnel to plan and execute proper "customer centric" support.
- Be able to meet with key customers in order to understand their challenges and translate that into design outputs.
- Ability to have comfortable interaction with customer executive management, as well as, customer engineering contacts.
- Ability to program manage projects with long-term qualification cycles (up to 12-18mths)
- Ability to develop and present customer related presentations (e.g. Quarterly Business Reviews) as well as develop and manage customer facing requirements such as capacity plans, inventory reports, sales tracking, etc.
- Resolves problems as they arise – has the authority and responsibility to resolve problems at site level
- Facilitator for both the customer and company; acts as an advocate for both
- Work closely with various internal cross functional teams, as necessary, as well as, available technical resources.

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- Expected to keep up with activities related to the customer (Organization, Strategy, Key decision makers, Competition, Products, etc) as well as the semiconductor industry including the International Technology Roadmap for Semiconductors (ITRS), Semi.org updates, and general market information.
- All other duties as assigned.

### **JOB QUALIFICATIONS:**

- Bachelor's degree, preferably in engineering
- Ten or more years in sales experience, primarily to the semiconductor market segment. Experience with major Semiconductor Fabs, Foundries or OEMs is desirable
- Understanding of the Commercial aspects of the Semiconductor industry
- Exceptional communication, both written and verbal, and organizational skills
- Self-motivated person
- Seeks out responsibility, identifies problems and recommends and implements solutions
- Fundamental knowledge of Microsoft Outlook, Power Point, Excel and Word
- Ability to travel as needed, primarily domestically with some international travel

### **SUPERVISORY RESPONSIBILITIES:**

- Responsible for one Account Manager based in California

### **PHYSICAL REQUIREMENTS:**

The physical requirements section describes the physical demands and environment of the job and lists the basic physical conditions needed to perform the job. This section should also list specific physical requirements such as lifting heavy objects and standing for long periods of time.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is occasionally required to stand; walk; sit; use hands to handle and feel, as well as reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. The noise level in the work environment is usually moderate.

*This specification is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned. Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Technetics Semi.*

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