**N.S INTERNATIONAL, LTD.**  
**Job Description Form**

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<th><strong>Job Title:</strong> Program Account Manager I</th>
<th><strong>Prepared By:</strong> Human Resources</th>
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<td><strong>Department:</strong> Business Development, Sales &amp; Program Management</td>
<td><strong>Date Prepared:</strong> 6/15/11</td>
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<td><strong>Reports To:</strong> Business Unit Manager</td>
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<td><strong>Responsible For:</strong> N/A</td>
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<td><strong>Job Group Category:</strong> ☑ Exempt ☐ Nonexempt</td>
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**GENERAL SUMMARY**

Conduct sales activities for current and new business programs. Assist in commercial activities for assigned accounts and represent NS Group as an interface with the customer's purchasing organization. Responsible to assist and support sales activities to win targeted new business opportunities. Organize data and material for customer quotations including new and replacement business, as well as engineering changes. Assist and support project management activities to assure key internal and customer milestones are met and achieve project profitability.

**PRIMARY DUTIES AND RESPONSIBILITIES**

**Customer Project Business Plan:**
- Obtain and track customer project data including operating expenses, capital expenditures, contribution margin to SG&A per the strategic plan, quote and budget (budget vs. actual).
- Assist in NSNA and customer cost improvement activities and optimization of profit margin.
- Gather customer and competitor intelligence information. Summarize and report information to appropriate NSI and NS Group associates.
- Prepare reports for NSI management and NS business department, including cost walks, customer satisfaction reports and other applicable tracking reports.
- Verify cost/price, tooling, D&D for current and future fiscal year sales budget/forecasts.

**Contract Management:**
- Review for accuracy and consistency customer contracts such as production tooling purchase orders, piece price purchase orders, Terms and Conditions, etc.
- Assist in preparation for NSI negotiations with the customer for annual cost down reductions, Long Term Contracts, etc., for assigned customer's new and existing business.
- Issue NSI internal purchase order requests for prototype and production tooling, sample parts, ER&D, software, testing etc..... Issue corresponding requests for invoice.
- Assist in activities for New and Replacement Business and Engineering Change Quotations:
- Assist in pre-RFQ and RFQ activities for assigned customer programs. Prepare quotation data for submission to customer.
- Prepare quotation data for submission to the customer purchasing for all engineering changes, including piece price, sample cost, prototype and production tooling cost, etc.
- Obtain and prepare data to assist in negotiations prices with the customer for material, labor, prototype/production tooling, proto samples, software, D&D, testing etc.
- Follow new business and engineering change processes per NSI TS quality systems.

**KPI’s:**
- Meet or exceed pre-defined expectations, goals, KPO’s and KPI’s as outlined by supervisor.
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**Responsible For:** N/A  

**Customer Satisfaction:**
- Obtain, summarize and analyze customer satisfaction. Implement corrective actions.
- Update NS Customer Satisfaction database with detail status.
- Represent NS Group to the customer’s purchasing organization.
- Establish, maintain and cultivate strong positive relationships with customer purchasing, engineering, design, program management and other appropriate customer contacts. Attend onsite customer meetings as required.
- Prepare internal and customer sales presentations.
- May preform other duties as assigned.

**JOB SPECIFICATIONS**
- Work requires a Bachelor’s degree in Business or Engineering
- Must have a minimum of 2 years of customer service and account management experience in automotive industry (OEM or Tier X).
- Work requires sound business acumen and a general knowledge of automotive electronics and engineering development.
- Work requires excellent oral and written communication skills.
- Work requires proficiency with MS Office programs including Excel and PowerPoint.
- Must possess strong negotiating skills and capacity.
- Work requires interpersonal skills necessary to work effectively with customers and multi-cultural teams.

**DISCLAIMER**
The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

**REVIEW/ APPROVAL**

**DEPT MANAGER:** Al Petrulis  
**Date:** 6/20/11

**HUMAN RESOURCES:** Stephanie Tanulku  
**Date:** 6/20/11