

Sales & Customer Account Engineer

Job Description

Objective

We are looking for a Sales & Customer Account Engineer to manage customer accounts, coordinate with internal teams and suppliers, track project progress, and ensure timely delivery while maintaining strong customer communication and satisfaction.

Responsibilities

- Understand customer requirements, product specifications, business objectives, define project scope, deliverables, timeline and work with internal stakeholders to make sure timeline are met
- Coordinate sourcing of raw materials, components, and equipment, work with suppliers on lead times, quality, and delivery schedules, monitor procurement status to avoid production delays for NPI project
- Monitor manufacturing progress and productivity, and resolve production bottlenecks and technical issues
- Ensure products meet customer and regulatory requirements, support ISO/customer audits and documentation
- Identify project risks and mitigation plans, manage delays, supply chain disruptions, and production issues, lead troubleshooting and escalation management and ensure contingency plans are in place
- Act as the main point of contact for customers and internal stakeholders, provide project status updates and milestone reporting, manage customer expectations and change requests, coordinate meetings and presentations
- Ensure all deliverables are completed successfully with customer approval and support transition to mass production or operations team

Skills, Knowledge & Experience

- Diploma in Mechanical / Manufacturing Engineering or equivalent
- Communication, leadership and negotiation skills
- Problem-solving and time management
- Cross-functional coordination
- Fresh graduates are welcome

**** Successful candidate will be provided on-the-job training**

Interested Candidate may send resume to elena@racer.com.sg or you may reach us at 6546 8318 (Ext.0).

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