



Job Description
Account Manager
Business Development

1. **JOB TITLE:** Account Manager
2. **LABOR GRADE:** TBD
3. **SECURITY CLEARANCE:** Ability to obtain a Secret clearance required. Must possess U.S. citizenship or designation as a lawful permanent resident.
4. **PHYSICAL REQUIREMENTS:** Moderate travel to 50% is required.
5. **EDUCATION:** Bachelor of Science Degree from an accredited college or equivalent experience in a technical discipline required. Graduate degree in Business Administration or Engineering and/or advanced courses in management, engineering or science subject's desirable.
6. **PREVIOUS EXPERIENCE:** Minimum of eight years of combined experience as an Account Manager, Program Manager for organizations engaged in design and manufacturing of wideband satellite terminals for the Department of Defense and OGA. Significant experience in planning, bidding and executing contracts for military hardware and software systems is required. Experience with teaming agreements and strategy based capture for major programs. Direct supervisory experience with technical personnel is desirable but a leadership position in a matrix organization is an acceptable substitute. Must be fluent with Microsoft Project software, Earned Value tracking and Risk Analysis and Mitigation. Fluency in Microsoft Office programs is also necessary.
7. **JOB REQUIREMENTS:** The role of the Account Manager is a combination of Business Development and Program Manager requiring both onsite performance with the program team located Tampa and at customer locations to capture, maintain, grow, and retain assigned customer accounts. The Account Manager will provide the Tampa program team and the customer account with a single point of contact with management responsibility for the successfully maintaining and growing the revenue and profitability of the account. The Account Manager will interface extensively with the customer, and in person, as the representative of the Company,



to define the Account objectives. The Account Manager will manage the Account in accordance with established deadlines, budgets, and customer expectations. The Account Manager will coordinate the efforts of team members, suppliers and third-party contractors or consultants to deliver products and services according to plan and customer expectations. The Account Manager must be able to adjust to shifting priorities, demands and timelines while under pressure by utilizing his analytical and problem-solving capabilities. The Account Manager will utilize common tools such as Sales Force and Project to manage the account in a team atmosphere.

- a. Identify, prosecute aggressively and capture business opportunities within Tampa Microwave's (TM) strategic sphere of interest that lead to profitable contracts and sustained growth. Meet or surpass annual orders forecasts.
- b. Support the development of the Company's Strategic Plan. Together with the VP, General Manager and the VP of Advanced Development, critique and periodically review strategy for each product line at least semi-annually.
- c. Actively Maintain Sales Force development and maintain a fact-based Bookings Forecast for leads, and opportunities. Continue to follow up with potential customers until the deal is closed or the opportunity lost.
- d. For the assigned Account(s), serve as the single point of contact and team leader for all proposal efforts. This includes collecting cost inputs, coordinating with Business Development, Engineering, Finance and Operations; and ultimately insuring the proposals comply with the customers bidding instructions and Tampa profitability objectives.
- e. Through the matrix organization, define, document and enforce a structured process that translates customer requirements into fully functionally, affordable, reliable, fully documented hardware and software products. Attention should be paid to conducting peer reviews, facilitating customer involvement in the design process, monitoring design to cost goals and working with Operations and Quality Assurance representatives to design producibility into our products.
- f. Effectively communicate project expectations to team members, stakeholders, and the Customer in a timely and clear fashion through regularly scheduled team meetings and daily incidental contact.



- g. Estimate the resources and participants needed to achieve Account goals. Draft, submit proposals using Sales Force. Develop periodic estimates to complete for assigned programs. Chart actual spend rates and percents against the budget to ascertain cost and schedule risk. Analyze variances to cost and schedule budgets. Implement corrective action as required to meet program and company objectives
- h. Where required, negotiate with other department managers for the acquisition of required personnel from within the company. Determine and assess need for additional staff and/or consultants and make the appropriate requests during project cycle.
- i. For the assigned Account(s), Review Customers purchase orders, terms and conditions, and delivery dates. Communicate acceptance, or changes to the terms and conditions, pricing, or delivery to the Customer.
- j. Plan and schedule project timelines and milestones using Project and other tools. Track project milestones and deliverables. Identify and manage project dependencies and critical path. Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- k. Proactively manage changes in project scope, identify potential crises, and devise contingency plans. Identify cost, schedule or technical risk. Develop and execute plans to mitigate that risk.
- l. Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work. Identify and resolve issues and conflicts within the project team.
- m. Build business relationships with customer personnel to ensure good communications and a continuing flow of new and follow-on business.
- n. Conduct project post mortems and create a recommendation report to identify successful and unsuccessful project elements. Develop best practices and tools for project execution and management.
- o. Provide support to business development, manufacturing and quality assurance personnel to support proposals, transition to manufacturing and sustaining production / post delivery support.



- p. Exhibit the following personal characteristics: superior communication skills, sound judgment, effective listening techniques and incisive deductive reasoning ability.
 - q. Openly display a commitment to ethical business conduct and appropriate social behavior while representing TM on or off our premises.
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- 8. **SUPERVISION:** Director, SOCOM Business Development

 - 9. **TRAINING PERIOD:** Position requires minimal orientation period. Continual development process through reading materials, seminars, conferences, trade shows, etc.