

# Account Manager

## About the company

**NOTE Windsor** is a leading **Contract Electronics Manufacturing company** servicing all sectors of the Electronics market. We are locally based in Windsor SL4 3HU, and part of the larger NOTE group.

With over 40 years' experience, **NOTE UK** has built a strong reputation for the on-time delivery of printed circuit boards, PCBAs, box builds, and final assemblies. Operating from our sites in Windsor, Haddenham, Basildon and Wolverhampton, we are a trusted end-to-end **Contract Electronics Manufacturer**, dedicated to turning product ideas into reality. We pride ourselves on offering flexible, professional solutions while maintaining the friendly, 'can-do' attitude. [www.note-ems.co.uk](http://www.note-ems.co.uk).

## Job role

This is a diverse customer-facing position that plays a crucial role in our overall success.

As an Account Manager you will be responsible for the day-to-day communication for a small number of our customers. Despite the smaller client base, this position requires significant effort and attention to detail.

Your responsibilities will include overseeing the planning, from initial placement into the factory to final shipment for your specific customers. This entails tasks such as handling customer purchase orders, coordinating with our buying team and stores for material procurement and kit clearance, maintaining continuous communication with both our production and engineering teams. Your goal will be to ensure that we meet our customers' scheduling requirements and provide them with timely and accurate updates on their product's status.

Our customers are an extension of our business. As their manufacturing partner we see our company as part of their shop floor. To support this ethos, we only work with approximately 20 customers and only those customers who want a deep working relationship.

You, along with other Account Managers are the people who our customers interact with the most.

You must possess the ability to effectively handle multiple projects, remain composed during challenging situations, and maintain a professional demeanour. Your conduct will have a direct impact on our reputation.

There may be some travel to our customers for meetings. Therefore, you will need to have a clean driving license.

## Skills, knowledge and experience

The person we are looking for must be someone who shares our values and our commitment to our customers:

- ✓ Experience of managing new customer accounts within a manufacturing environment.
- ✓ Excellent communication and interpersonal skills; the ability to connect with key stakeholders and nurture strong working relationships with customers, suppliers and colleagues.
- ✓ Sound commercial awareness of how revenues and gross margins impact the business.
- ✓ Confidence to negotiate and influence decision making with senior stakeholders.
- ✓ Confident to handle multiple tasks and remain composed during challenging situations.
- ✓ Experience of using MRP systems; strong ability to plan, manage complex customer orders, and sense-check commercial data with meticulous attention to detail.

Customers will expect you to know the technical aspects of what we do. Therefore, we anticipate that the successful candidate will come from the electronics manufacturing services sector, or a very closely related service / company.

There will be limited travel to customers, mostly within the UK, but at times there could be visits to other NOTE sites or customer locations abroad. You must have a clean driving license and be able to and willing to travel.

Normal day to day work is in the factory or out with customers. This role is not suitable for hybrid working or part time working; we are a manufacturing company, and the 'magic' happens in the factory.

**Company values**

At NOTE, we believe our people are the key to our success. Each achievement and successful customer partnership is made possible by the dedication, expertise, and passion of our team. Our values lie at the heart of how we work and grow:



These principles ensure we deliver the right quality, at the right time, and at the right price, while building long-lasting partnerships.

**Remuneration package**

Salary	Up-to £40k (dependent on skills & experience) Key staff bonus scheme
Working hours	Full time is 37 hours per week Mon to Thurs 08:00 to 16:30 and Fri 08:00 to 13:00
Holiday	5 weeks plus Bank Holidays (includes Christmas shutdown) Additional days for long service
Pension scheme	Auto-enrolment: 5% + 3% company contributions
Excellent working environment	Free parking, modern factory & employee facilities

**How to apply**

If this sounds like you and you are keen for a new opportunity, please complete the NOTE online application at [NOTE UK Job Application Form](#) attaching your CV and covering letter.

To view all current vacancies, visit our Careers page at <https://note-ems.co.uk/careers-note-in-the-uk/>

*Closing Date for applications 5<sup>th</sup> June 2026*