BUSINESS DEVELOPMENT

Account Manager, Key Accounts

JD NUMBER **JD-GEN-16**	REVISION **Rev 1 · 2026-06-21**	FLSA STATUS **Exempt**
REPORTS TO **Business Development Manager**	PAY GRADE **B2**	LOCATION **Phoenix, AZ (primary) — regular travel to key account customer sites in the Southwest region**
SUPERVISES **None**		

POSITION SUMMARY

The Account Manager, Key Accounts owns the ongoing service relationship with FCI's highest-value and highest-complexity calibration service customers, ensuring contract performance, renewal, and organic expansion of calibration scope within established accounts. This is a scale role intended to formalize FCI's key account management capability as the customer base grows to include multi-site or multi-contract engagements that require a dedicated relationship owner beyond what the Business Development Manager can personally sustain. The Account Manager serves as the primary day-to-day contact for assigned key accounts — translating customer needs into actionable service orders, communicating performance metrics, and proactively identifying expansion opportunities within each account's calibration program.

ISO/IEC 17025:2017 Alignment	Clause 7.1 — Reviews of requests and contracts: confirms that customer purchase orders and change orders for assigned accounts are within FCI's current accredited scope before acknowledgment; communicates scope limitations and escalates out-of-scope requests to the Laboratory Manager and Business Development Manager; Clause 5.5 — Maintains confidentiality of customer equipment lists, asset databases, calibration histories, and contract terms per FCI's confidentiality policy.
FCI Quality Program	Collects and formally logs customer satisfaction feedback, service performance complaints, and commendations from assigned accounts; submits feedback summaries to the QA Manager for inclusion in the management review customer feedback input; communicates certificate delivery requirements (format, destination, portal upload) for each assigned account to the Customer Service Representative and QA Specialist to ensure contract compliance; notifies the QA Manager of any customer-reported calibration quality concerns for CAR initiation.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as the primary FCI service contact for assigned key accounts — respond to customer calibration service inquiries, status requests, certificate questions, and scheduling needs within defined response time standards.
- Review and acknowledge customer purchase orders and change orders for assigned accounts — confirm services ordered are within FCI's current accredited scope, verify pricing matches master service agreement terms, and generate work order requests to the Customer Service Representative.

- Conduct scheduled account review meetings (quarterly minimum for top accounts) with customer quality, calibration program, and procurement representatives — present FCI service performance data (on-time delivery, OOT rates, TAT metrics), review upcoming calibration due dates, and identify new instrumentation requiring calibration coverage.
- Maintain a current calibration asset register for each assigned account in MET/TEAM or CRM — track customer instrument inventory, calibration intervals, last calibration dates, upcoming due dates, and any customer-specific calibration notes or requirements.
- Identify and develop organic expansion opportunities within assigned accounts — additional instruments, new facilities, scope-of-accreditation additions, or transitions from competitor calibration providers to FCI; document expansion opportunities in CRM and present to the Business Development Manager.
- Coordinate annual contract renewal activities for assigned accounts — initiate renewal discussions 90 days before contract expiration, confirm pricing adjustments with the Business Development Manager and COO, prepare renewal proposals, and drive execution of renewal agreements.
- Escalate and coordinate resolution of assigned-account service issues — certificate errors, shipment damage, missed TATs, OOT notifications — by engaging the Laboratory Manager, QA Manager, and Customer Service Representative; communicate resolution status to the customer and document the outcome.
- Manage customer calibration recall and due-date notification programs for assigned accounts — generate and distribute periodic due-date reminder reports from MET/TEAM to customer calibration program managers.
- Support the Business Development Manager in preparing competitive win/loss analyses for assigned account segments and in identifying referral opportunities to other companies within the customer's supply chain.
- Maintain assigned-account records in FCI's CRM — log all customer interactions, update account health scores, document contract values and renewal dates, and provide monthly pipeline updates to the Business Development Manager.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Engineering, Business Administration, or a related technical or commercial field; or equivalent combination of education and 4+ years of technical account management experience in a calibration, test and measurement, or technical services company.
- Minimum 3 years of account management or technical sales experience with demonstrated success in retaining and growing existing service accounts in a B2B technical services environment.
- Working knowledge of calibration laboratory services, accreditation concepts (ISO/IEC 17025, scope of accreditation), and the ability to interpret customer calibration program requirements.
- Proficiency with CRM systems for account tracking, opportunity management, and activity logging.
- Strong customer-facing communication skills — written, verbal, and presentation — with the ability to engage both technical (engineering, quality) and commercial (procurement, operations) customer stakeholders.
- Valid driver's license and ability to travel regularly (20–30%) to customer sites in the Arizona and Southwest region.

PREFERRED QUALIFICATIONS

- ASQ Certified Calibration Technician (CCT) or equivalent technical metrology credential.
- Experience managing calibration service accounts in aerospace, defense, semiconductor, or medical device manufacturing industries.
- Familiarity with MET/TEAM or equivalent LIMS for customer asset and calibration history management.
- Experience with government or prime contractor calibration program requirements (AS9100, DCSA/DCMA, FDA 21 CFR Part 820).

- Established relationships with quality engineers or calibration program managers in the greater Phoenix industrial market.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily office and customer-site travel-based work. Regular driving to customer facilities required. Ability to walk production floors and laboratory environments during site visits. Occasional lifting of product samples, proposal materials, or trade show items up to 30 lb.
Work environment	Office environment with regular external customer travel. Customer site environments may include industrial manufacturing, cleanroom, aerospace, or government facilities with site-specific access, safety, and PPE requirements. Some remote work flexibility for non-customer-facing tasks at Business Development Manager and COO discretion.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ Date _____

Printed name _____