

Customer Solutions Manager – Wire and Cable Harnesses US Operations

Location: Blackhawk Rd. Rockford, IL

Department: BEA Sales

Reporting To: Robert Smith

Hours: 7:30am – 4:00pm

JOB DESCRIPTION:

This position is responsible for participating in business development efforts and performing detailed cost estimating for industrial wire harness solutions. This role is critical in identifying new business opportunities, nurturing customer relationships, and providing accurate quotations to support sales growth and operational planning.

ESSENTIAL FUNCTIONS:

- Business Development
 - Identify and pursue new business opportunities in the industrial, manufacturing, and automation sectors.
 - Build and maintain strong relationships with OEMs, tier suppliers, and key decision-makers.
 - Attend trade shows, industry events, and client meetings to promote products and capabilities.
 - Collaborate with internal engineering and production teams to develop tailored solutions for customer needs.
 - Provide market feedback to guide product development and pricing.
- Cost Estimating & Quoting
 - Analyze customer drawings, specifications, and BOMs (Bill of Materials) to develop accurate cost estimates for wire harness assemblies.
 - Identify required wire types, connectors, terminals, heat shrink, protective sleeving, and labels.
 - Prepare detailed quotations and proposals, including labor, material, tooling, and overhead costs.
 - Interface with suppliers to gather material pricing and lead time information.
 - Create detailed cost breakdowns in quote templates or pricing software.
 - Generate professional quote packages including technical clarifications, pricing, and delivery timelines.
 - Coordinate with engineering, sales, and production to validate feasibility and lead time assumptions.
 - Maintain cost estimating databases and ensure accuracy of pricing models.
 - Support engineering change requests (ECRs) and provide updated estimates as designs evolve.
- Quote Tracking & Win Analysis
 - Maintain a database of submitted quotes and outcomes.
 - Perform win/loss analysis to improve future estimating accuracy and competitiveness.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Engineering, Business, or related technical field preferred. A combination of appropriate education and experience may be considered in lieu of a degree
- 3–7 years of experience in business development, cost estimating, or sales engineering—preferably in wire harnesses, cable assemblies, or electrical components.
- Strong understanding of wire harness manufacturing processes, materials, and cost drivers.
- Ability to read and interpret technical drawings and electrical schematics.
- Proficiency in Excel, ERP systems, and CAD viewing tools (e.g., AutoCAD, SolidWorks Viewer).
- Excellent communication, negotiation, and organizational skills.
- Self-motivated and capable of managing multiple priorities under tight deadlines.
- Dual language (English & Spanish) preferred.

PAY AND BENEFITS:

- The budgeted range for this role is \$2,500.00 USD to \$3,654.00 USD per biweekly pay period. The range provided is a good faith estimate representative of the desired level of experience for the position. Bergstrom Inc. considers several factors when extending an offer, including but not limited to, the role, function and associated responsibilities, a candidate's work experience, education/training, and key skills.
- Hired applicants may be eligible for benefits, including but not limited to, Bergstrom's discretionary incentive, medical, dental, vision, life insurance, short-term disability, long-term disability, 401(k) match, flexible spending accounts, employee assistance program, tuition reimbursement, paid time off and holidays.

TO APPLY:

If you would like to be considered and meet all the position requirements, please [email](#) your resume and cover letter to Andrew Hall in Human Resources.

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