

Program Manager

Job Title

Program Manager

Essential Functions and Competencies

The Program Manager is responsible for the management of Customer interface to achieve high Customer satisfaction, profitable business relationships, and sales growth with new and existing Customers, and responsible for providing strong team leadership of the Customer team to ensure internal and external customer needs are met.

Manages and leads Customer team activities as the primary day-to-day Customer contact, acting as the division's "Voice of the Customer" Supports the Program Director as needed with building Customer relationships and business development, with forecasting and pricing strategies, with ensuring profitability, and with meeting business unit objectives.

Contract Management/Understanding. Manages multiple team tasks, to include but not limited to, continuous improvement programs, business analysis, quoting and pricing, contract reviews, change management, on-time delivery, inventory, and forecasting. Provides centralized management authority over all business and technical aspects of a Customer account. Monitors and manages excess and slow moving inventories as well as customer accounts receivable as part of cash conversion cycle responsibilities.

Manages NPI/NPL programs. Develops a strong knowledge of the Customer's product, utilization, strategies, and requirements to support transitional activity. Leads overall strategic account management, providing expertise on customer management.

Provides indirect supervision to extended customer team members to help ensure customer needs are met. Will be able to exercise discretion and independent judgment.

Qualifications / Education / Experience

- Will demonstrate effective interpersonal skills promoting teamwork with co-workers and Customers.

- Will demonstrate strong leadership skills and the ability to develop, lead, and motivate teams/co-workers.
 - Will demonstrate effective problem solving skills and the ability to make sound business decisions with limited supervision.
 - Will demonstrate confidentiality and effective analytical, planning and organizational skills.
 - Will demonstrate effective communication and presentation skills, both written and verbal.
 - Will demonstrate understanding of the extended process of material procurement, order entry and status, forecasting, manufacturing, assembly, invoicing, Customer returns, inventory levels, on-time-delivery, change management, and electronic components.
 - Will demonstrate ability to effectively negotiate contracts.
 - Solid financial understanding, risk analysis ability, relationship building and project management
 - Will demonstrate regular, consistent attendance and flexibility to adjust hours to meet Customer needs.
 - Will be able to travel approximately 10%-20% of the time.
 - Will be able to exercise discretion and independent judgment.
 - Will demonstrate full comprehension and experience utilizing project management tools.
 - Will demonstrate in Quarterly Business Reviews
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- 5+ years of program management experience
 - 3+ years in a leadership role
 - Experience with problem solving and multi-tasking
 - Ability to drive solutions to complex planning issues with limited supervision
 - Strong negotiation skills & interpersonal communication skills

4 year degree preferred or equivalent combination of education and experience as approved by executive management.

PMP Certification is a plus