

JOB DESCRIPTION

Position Title:	Program Manager	FLSA Status:	E
Department:	Program Management	Job Family:	
Reports To:	Director, Program Management	Job Code:	
Last Revised:	August 2021	Manages	N/A

Position Summary:

The program manager is responsible for being the central hub of communications between the customer and all internal departments. The program manager will drive all phases of the program with an understanding of project management from new programs to long term production and will be the internal customer providing oversight to all applicable departments.

Minimum Qualifications:

- Bachelor's degree in business or related field
- Proven experience in program management
- Excellent communication skills, both written and verb
- Superior organization and problem-solving skills
- Proven stakeholder management skills
- Proven experience in customer relationship building

Essential Job Functions:

- Communicate with customers on all program related issues
- Manage all functions related to customer support from initial order verification to proper shipment
- Reads, understands, and distributes the customer scorecard to appropriate personnel
- Build long term relationships with customer in support of organizational strategic directions
- Develop and oversee implementation of strategies to improve profitability of the program as part of continuous improvement
- Coordinate logistics information for new and existing customers
- Supports the development team during APQP and capacity analysis
- Produce accurate and timely reporting of program status throughout its life cycle
- Analyzing program risks
- Work closely with primary sales contact on quoting and pricing for program needs to include profitability analysis
- Leadership to resolve customer related issues as needed
- Collaborate with internal departments to support the program needs
- Support internal production with customer demand planning
- Provide customer input to all internal stakeholders regarding program needs and services
- Produce accurate and timely reporting of program status throughout its life cycle
- Analyze, understand, and manage program risks
- Some travel may be necessary
- Other duties as assigned

Knowledge, Skills and Abilities

- Understanding of quality standards
- MS Office
- MRP and ERP management software programs
- Understanding of the manufacturing processes
- Ability to build and manage Excel models for pricing, materials, planning and any other program related function (helpful)