

## POSITION

Program Manager - Full Time

## POSITION SUMMARY

The Program Manager operates at the senior level and is responsible for managing customer account profitability, forecasting, planning and monitoring efficiency and execution of strategies.

## RESPONSIBILITIES & DUTIES

- Works as a member of team responsible for day-to-day activities of customer accounts to ensure that product deliveries are on time and projects/programs are on schedule, develop action plans to correct out of plan conditions.
- Participates in pricing/bid preparation and the development and management of contract terms.
- Manages and monitors customer satisfaction day to day and formally through customer surveys, self assessments, complaint management, problem resolution, satisfaction management
- Frequently communicates with customers to help ensure satisfaction with the company and the products/services.
- Receives and resolves customer issues and complaints.
- Monitors the impact on inventory of order changes.
- Provides performance reporting and analysis for monthly Operations Reviews and quarterly Customer Performance Reviews.
- Works with cost engineering, finance and SCM staff to coordinate efforts to analyze costs and price variances.

## QUALIFICATIONS

1. Fluently English spoken is a must.
2. In-depth knowledge of the manufacturing process, schedules and scheduling requirements, and SCM.
3. Knowledge of the business issues associated with manufacturing PCBs and enclosures.
4. Knowledge of product pricing, contracts and contract negotiations.
5. Understanding of business risks and price make up (Value add and Materials)
6. Excellent customer contact, negotiation and problem resolution skills.
7. Good presentation, database management and computer skills.
8. Ability to manage multiple, detailed projects to a successful end while working under tight time deadlines.
9. Ability to effectively lead and motivate a diverse group of employees to achieve high production within tight time deadlines.
10. Duties may require extended work hours or traveling to customers' sites.
11. Bachelor's degree in related field, or consideration of an equivalent combination of education and experience.

## COMPENSATION

We offer an attractive financial package with a bonus scheme according to performance. We encourage and support self-development and provide a challenging and rewarding environment with training packages for professional development.