

JOB DESCRIPTION

TITLE: Program Manager
DEPT.: Sales/Marketing

REPORTS TO: National Sales & Marketing Manager
JOB STATUS: Exempt

PURPOSE OF THE POSITION

To coordinate customers requirements, proactively taking steps to ensure program efficiency and emphasizing improved customer satisfaction on existing customer programs, to support special marketing projects and all internal departments. To ensure proper processing of customer jobs according to instructions.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Assist in the creation of job folders and routing jobs through production to ensure a quality product per customer specifications
- Provide production direction and communications liaison to purchasing, manufacturing, administration, estimating, engineering and test departments based upon customer requirements
- Serve as single point contact for all program issues, which may arise internally at Altron or externally by customer
- Act as liaison between customer and all other departments to ensure precise communications
- Help provide appropriate solutions to manufacturing problems and other difficulties when required to ensure customer satisfaction
- Facilitate in developing process improvements to increase efficiency and decrease product turn-around time
- Provide customers with accurate program status and delivery updates to ensure customer satisfaction. Generate reports when requested.
- Contributes to maintaining a safe work environment by following safety policies and procedures and by reporting any safety concerns to ensure a safe work environment
- Accountable for accepting responsibility for quality aspects of the job by actively participating in quality efforts by supporting Altron Inc.'s quality policy
- Responsible for compliance to Altron's Quality Management System and other regulatory and statutory requirements as required by the customer
- Accountable for accepting responsibility for continuous on the job training by actively participating in training put on by designated Altron employees and/or any outside service

JOB SPECIFICATIONS

- Education: 2-4 year business degree or equivalent combination of education and related work experience
- Experience: 3-5 years related experience preferred, manufacturing background helpful, must be able to understand purchase orders and blue print drawings
- Mental Demands: Ability to manage multiple programs and several customers at one time
- Skills Required: Strong written and oral communication skills, computer skills and the ability to work with internal and external customers
- Physical Demands: the employee is regularly required to talk, hear, sit, and reach with hands and arms while performing various tasks for up to 8 hours per day. Occasionally will be required to stand, walk, climb or balance, and stoop, kneel, crouch, or crawl. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, color vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Equipment Used: Standard office equipment

* This job description is not intended to be all-inclusive and may be expanded to include other duties or responsibilities that management may deem necessary from time to time.

I have received a copy of my job description and I am aware of my responsibilities and authorities.

Employee's Signature

Date

Date: 11/01/2014