PROGRAM MANAGER

PRIMARY RESPONSIBILITIES: Serves as the main point of contact for Burton Industries customers and acts as the liaison between the customer and internal departments to assure the accurate and successful completion of projects/contracts through the preparation and maintenance of information needed for the manufacturing of products meeting industry and/or customer standards.

1. Assures customer satisfaction and the production of quality products through direct contact with customers and coordination with internal departments.
2. Organizes, files, and maintains customer documents and other documentation in respective locations, both hard copy and electronic files,
3. Performs data entry as required for inclusion in manufacturing software and other software which may be utilized for manufacturing, department, and company operations,
4. Plans, forecasts and schedules customers’ orders and delivery of product to meet customers’ demands and expectations.
5. Performs research and prepares reports for materials and components required to manufacture products,
6. Works with Program Management team members to coordinate and acquire information and materials for job folder including PCB tooling, paste screens, test fixtures, productions methods, and Bill of Materials(BOM) specifications,

The successful Program Manager:

1. Regularly completes all assignments according to established target dates,
2. Completes projects with detailed conformance to customer requirements set forth in documentation provided, industry standards and company policies,
3. Performs activities that results in positive customer feedback through ongoing contact including email, telephone and customer surveys, directly as authorized or indirectly as received by team members,
4. Business growth through existing customer base is realized meeting company goals,
5. Relationship building with both internal and external customers continues to gain strength through individual performance of all departmental communications and processes,
6. Supports the improvement of departmental efficiencies in project completion, response time, record keeping, and other functions of the Program Management team.

Qualifications:

1. Experience providing exceptional customer service, or
2. Education in relevant course study including but not limited to Electronics/Electrical Technology, Business Administration/Management or other that provides understanding of the Business Development role, or
3. A combination of education and experience to effectively meet the prescribed responsibilities,
4. Ability to effectively multi-task in a fast paced, demanding work environment,
5. Working knowledge in computer applications such as MS Office, data collection and reporting systems and others as applicable to the position.