



Position: Program Manager

Summary:

Program Managers must be customer service oriented, have a technical background, business acumen, strong project management skills, and a desire to meet or exceed all customer expectations.

Program Managers are responsible for account management, technical and commercial performance, understanding of the program needs and perceptions of the client. They must anticipate and resolve commercial, schedule, technical, and relationship issues. They must be able to lead, manage, and secure buy-in throughout the company to achieve customer expectations, attain our profit goals, win new business, and achieve our sales and EBITDA goals.

Essential Functions:

- The Program Manager is the primary point of contact for all communication between the customer and company associates.
- Directly interface with Operations to resolve production questions. Anticipate and resolve disruptive issues prior to first production to ensure smooth product flow and on time delivery.
- Assist and support the development of the Device History Record (DHR), Production Failure Mode Effect Analysis (PFMEA), and customer required documentation.
- Responsible for the customer experience. An excellent listener and responsive communicator.
- Manages change both commercial and technical. ECN management from initial request, effectivity, cost and schedule impact. Resolve cost and schedule impacts with the customer.
- Responsible for metrics including margin, excess/stranded material, and forecast/budget accuracy.
- Develop and present the Quarterly Business Review (QBR) to the customer
- Work with the quote administrator, sales, and management to write or review quotes, manufacturing service agreements, and Statement of Work (SOW) for new products or revisions and ECNS for existing assemblies or products.
- Collaborate with stakeholders to establish and manage the overall customer strategy and key objectives for products to assure alignment with customer and business needs
- Create and maintain schedules and track open issues. Present status to customers and internally.
- Work closely with interdisciplinary teams to successfully deliver products on time and on budget including understanding scope, developing product launch plans, making assignments, tracking progress to deliverables, and managing quoted cost to actual cost.
- Evaluate and implement methods to reduce risks and capitalize on opportunities
- Responsible for order management, contract review, and new order launch.
- Lead in a multi-tasking highly dynamic work environment.



Education and Skills

The program manager must have an Associated degree or equivalent. A Bachelor's degree in engineering or business is preferred. Project management certification is preferred (IPC or PMP). Additional skills below are also preferred.

- A minimum of three (3) years program, product, or project management experience
- Proficient with the Microsoft Office suite and working knowledgeable of ERP systems
- Excellent listening, written, presentation, and verbal communication skills.
- Experience in contract review, sales and customer service, negotiation and value-added pricing.
- Highly organized team leader successfully leading cross functional teams.
- Strong knowledge of ISO 13485 and FDA 21CFR820 requirements for medical device manufacturing. Experience satisfying strict regulatory compliance requirements.
- Ability to design create solutions that meet the company and customer goals concurrently

A minimum of five (5) years of medical, aerospace, or industrial experience, including customer-facing capacities. The Program Manager can expect up to 15 percent travel.

If interested please email resume to ksnyder@valtronic.com or call Kathleen Snyder at 440-349-1239 x 143.