



Job title	<i>Program Manager</i>
Reports to	<i>Vice President, Operations</i>

Job purpose

Establishing a working relationship with customers to ensure product orders are delivered on-time, within budget and according to specifications.

Duties and responsibilities

- Managed day-to-day activities with assigned customers to ensure excellent customer experiences.
- Co-ordinate and assist in preparing quotations for new and existing customers
- Ensure all orders are accurate and properly loaded into ERP system
- Interface with Production Department to ensure customer commitments are met
- Ensure all ECO's and delivery schedule changes are properly communicated to internal resources and to customers
- Work closely with customers and Supply Chain group to identify and address any material exceptions effecting deliveries
- Manage and deliver weekly workbooks to major accounts
- Conducting weekly conference calls with major account to facilitate excellent communication
- Preparation and delivery of various reports for customers as needed.
- Identification and escalation of critical customer-related issues as needed.
- Preparation of and participation in Quarterly Business Reviews (QBR's) with key accounts.
- Review and address customer P/L performance for assigned accounts
- Perform other related duties as assigned