

Program Manager

Basic Functions

The Program Manager role is considered a high-level position reporting directly to senior management. Program Managers are typically assigned a specific list of key-customers and their production-parts; customers are organized by market sector. Persons in this role are responsible for ensuring the success of each program throughout its entire lifecycle; as measured by profit, cost, quality, and delivery. As such, the Program Manager will act as the central point of contact for internal stakeholders as well as customer contacts. Program managers communicate, collaborate, and drive action across all departments, facilities, and All Flex Solutions Centers of Excellence.

Overview of this Role

- Central Point of contact for internal and external stakeholders.
- Manage cross-functional activities to support execution of critical orders.
- Oversee program progress across the organization.
- Drive action and support resolution for issues that arise throughout a program's lifecycle.

Responsibilities and Duties

- Provide input to the sales team during quoting activity regarding capability, risks, requirements, lead time and cost.
- Lead meetings with engineering, quality, production, and operations to communicate program requirements and ensure they can be met.
- Review non-standard designs, process flows, tooling, or work instructions with CAD/Setup to ensure production processes are accurate prior to production.
- Coordinate with planning and operations to determine production schedule and timeline.
- Monitor production progress to ensure the delivery schedule is on track.
- Communicate program status with internal and external program stakeholders as needed.
- Lead meetings to consolidate knowledge, experience, or issues to promptly resolve delays in production.
- Coordinate with planning and operations to provide input during delays or prioritization activity.
- Coordinate with other program managers to prioritize resource allocation and/or program conflicts.
- Consolidate production feedback, lessons learned, risks, improvements, and success stories.
- Lead post-production discussions providing program status and determining future actions needed.
- Conduct ongoing assessments to assure programs are meeting internal targets/metrics.

Requirements

- Bachelor's degree in Engineering, Math or Science, or equivalent work experience.
- Prefer 5-8 years of product and/or manufacturing experience with printed circuits, flexible heaters, or circuit board industry.
- Knowledge and understanding of concepts, contents, and application of ISO 9000.
- Working knowledge of manufacturing, production, mechanical and quality concepts, including Lean Manufacturing, SPC, and Total QC.
- Must be a problem solver with an investigative spirit, attention to detail, well organized, and ability to question and work within a team environment.
- Must possess excellent communication skills in the English language – both written and verbal.
- Strong coaching and motivational skills.
- Must demonstrate tact and good judgement in handling difficult environments.
- Proficient in Microsoft Office Applications.

Working Conditions

- Work is performed indoors in a climate-controlled office or in the production area(s).
- Visits to customers/suppliers may be required on occasion which may involve travel by auto and use of a company vehicle. Some additional travel may be required.
- Work or presence on the plant floor may expose to possible hazardous conditions. Proper safety equipment is provided, and its use is mandatory.

Company Expectations

- Perform quality work within deadlines, with or without direct supervision.
- Attends work for the hours scheduled, gives advance notice of days away from work, and keeps unscheduled absences to a minimum.
- Complete work independently while understanding the necessity for communicating and coordinating work efforts with other co-workers and management.
- Understand the All Flex Solutions Quality Policy and implements it in all processes.
- Respects the confidentiality of the company and customer information.