



TITLE: SENIOR PROGRAM MANAGER
REPORTS TO: CEO
DEPARTMENT: Program Management
APPROVED BY: Nicole Russo - CEO
DATE AUTHORED: 3/2/2020

- **POSITION SUMMARY:** The Senior Program Manager position is a customer facing role that requires application of in-depth knowledge of professional standards and practices pertaining to the management of a customer account or program in a contract manufacturing environment, while continuously looking for opportunities to reduce cost, improve lead-time, quality and schedule.

- **ESSENTIAL FUNCTIONS:**
 - Responsible for the financial, operational, and commercial performance of assigned customers and programs within cost limitations, established industry and Microboard standards, and mutually defined and agreed upon business objectives between MICROBOARD and its customers.
 - Acts as primary customer contact on status and performance communications. Anticipates and fulfills customer needs to ensure their satisfaction and continued business.
 - Acts as an internal MICROBOARD spokesperson for the customer, communicating requirements and needs to internal MICROBOARD functional departments, including Sr. Management timely and effectively to ensure customer satisfaction.
 - Ensures customer satisfaction index goals are being achieved by using data from various metrics such as: Quality, On-time Delivery, ECO management, inventory levels, etc., to measure performance.
 - Leads in the coordination of organic business/revenue growth through deployment of direct selling techniques as defined by sales and marketing.
 - Leads in the negotiation and administration of contracts.
 - Establishes milestones and monitors adherence to program master plans and schedules.
 - Develops control systems and reports that accurately measure progress, identify potential problems in sufficient time for corrective action to be taken, and ensures the meeting of company's contract commitments.
 - Influences and monitors the performance of program functional task elements such as procurement, engineering, manufacturing, quality control, logistics, and administrative functions.

➤ **ADDITIONAL RESPONSIBILITIES:**

- Manage the identification of risks which impact program delivery and drive them to resolution through appropriate delegation, personal responsibility and escalation.
- Lead the identification and drive resolution of issues, including those outside of the established programs of work.
- Management of the alignment between MPS and Sales Order loads to prevent disconnect resulting in material over or under drives.
- Lead quality assurance reviews, to identify operational activities, deliverables, and actions that warrant improvement; track follow-ups with appropriate functional departments (engineering, quality, operations, etc.).
- Coordination and lead critical operational meetings as defined by management and site policies. Attend shortage and production meetings.
- Perform timely reconciliation of customer/program liabilities (tooling, NRE, PPV, etc.) outstanding against sales orders.
- Maintain at a minimum a 12-month rolling forecast with the customer in support of internal forecasting requirements. Gain recommendation of long lead-time buys, and properly account for all material transactions in the ERP system from Procurement and Sourcing for presentation to customer.
- Own the preparation and presentation of material for quarterly business reviews with the customer that will include key metric data, review of all material disposition, cost variances, and ascertain customer requirements to perform additional services for the customer
- Initiate internal actions for launching a quotation with Sourcing and Engineering, while ensuring on-time delivery to customer's request and MICROBOARD's commitment
- Generate and update production schedule containing: customer, assembly number, assembly rev., customer expected ship quantity, price and agreed upon ship date from manufacturing to ensure customer expectations are understood and to inform production of the finalized commitment
- Verify test equipment or other tooling is on order or in place to prevent delays in production and notify customer of needed replacement tooling
- Address all Engineering Change Orders (ECO) and temporary deviations with help from MICROBOARD staff for timing and costing. Coordinate delivery and cost impact changes and communicate these to the customer and functional areas, as required
- Manage Program Managers in performing daily tasks when required and act as a back up during approved absences.

➤ **EXPECTED COMPETENCIES TO BE DEMONSTRATED:**

Take Initiative: Recognizes opportunities and acts independently. Demonstrates an ability to move ideas and initiatives forward. Takes initiative and appropriate level of risk. Seeks out approval by Sr. Management when risk exceeds appropriate level.

Improve Process (Lean) Continuous endeavor to proactively learn, monitor and improve all aspects of a process and its outcome and to develop ways to enhance its future performance. The ability to apply PDSA philosophy to processes and achieve positive outcomes that will improve quality, exceed customer expectations, enhance employee development, increase process effectiveness and efficiency, and result in a higher ROI.

Foster Teamwork: Creates a cohesive work environment where a common goal is achieved through cooperation and mutual respect. Works across organizational/departmental boundaries to achieve top results. Works to have employees understand the value of what teamwork can do for them as individuals as well as the organization.

Drive for Results: Identifies opportunities to improve systems and performance: effectively translates ideas into actions and take necessary steps to implement those changes. Carries out effective management of resources under shifting priorities. Is a self-starter who does not wait for direction, and achieves measurable and quantifiable results.

Communication: Demonstrates effective interpersonal communication skills. Presents a compelling case for ideas and initiatives through listening and articulating a convincing point of view.

Adaptability and Flexibility: Can adjust and reprioritize in a quickly changing work environment while remaining both productive and positive.

Manage Execution: Ability to source, strategize, develop, implement, manage and continually follow-up on key projects as self-directed or assigned while managing all Senior risks. Management of all Senior analysis, timelines, metrics, funding and resources to ensure project completion at or before schedule.

Decision Making: Demonstrates ethically based business judgment and problem solving skills, brings problems with solutions. Is analytical and thorough in approach, ensures best implementation process with follow through.

Satisfy Customer: Consistent customer focused activities to “better the MICROBOARD experience” and fosters advancement in service for both external and internal customers. Resolve customer related issues in a timely manner and ensure long-term, sustainable processes implemented to eliminate future occurrences.

➤ **EXPERIENCE/EDUCATION REQUIRED:**

- 8+ Years of Combined Experience in Business Management, Engineering, Operations and/or Procurement
- Bachelor Degree in like areas of experience
- Fundamental understanding of Contract Manufacturing or Electronic Manufacturing Services
- Medical Device or other regulated industry experience preferred
- Fluent in the functionality of Enterprise Material Planning Systems; preferably BaaN
- Experienced user of Microsoft Office Suite (Word, Excel, PowerPoint, Project, etc...)
- Knowledgeable in the use of Configuration Management Systems
- Fluent in interpretation of multi-level bill of materials and technical drawings
- Knowledgeable in GAAP (Generally Accepted Accounting Principles)
- Strong written and verbal communication skills

➤ **CERTIFICATION/LICENSE REQUIRED:**

- CPIM or PMP certification a plus, however not required.

➤ **PROGRESSION MILESTONES:**

Promotable to Director, Program Management

- Senior Program Managers must meet or exceed objectives defined in their annual personal development plan by the Director of Program Management to be promoted. Further considerations of availability of promotion positions are also considered.

➤ **LIFECYCLE OF POSITION:** Unlimited*

* An individual who does not seek promotion could hold this position indefinitely.

➤ **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk; hear; or smell. Specific vision abilities required by the job include sustained visual concentration on a computer monitor or on printouts, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Repetitive manual movements (e.g., data entry, using a computer mouse, using a calculator, etc.) are frequently required. Overnight travel may be required.

➤ **WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to a normal office environment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand this job description and its requirements.

Employee Signature: _____ Date: _____

Manager/Supervisor Signature: _____ Date: _____