

## Job Description

<b>Position:</b>	Program Manager
<b>Reports to:</b>	Director of Sales and Marketing

### Job Summary

The Program Manager is responsible for coordinating, developing and/or successfully launching multiple project-based programs within the organization and ensuring all projects adhere to the established requirements and objectives. Project Manager is responsible for sales growth and new business development in assigned areas/Customers. Program Manager may supervise Account Managers.

### Duties & Responsibilities

- Organize and prioritize programs and activities in accordance with the goals of the organization and/or requirements of the customer.
- Lead APQP process.
- Develop, establish and maintain external and internal relationships.
- Create, manage and achieve long-term sales goals.
- Continuously secure new business with current and new customers.
- Monitor and ensure sales objectives and goals are met.
- Create and/or implements metrics to measure and ensure all objectives are met in areas including project goals, customer satisfaction and team member performance
- Perform other related duties as assigned
- Prepare adequately and host onsite and/or travel to and from customers when appropriate
- Regularly communicate with both external and internal parties on status of tasks, requests and requirements relating to each project.
- Express, organize and manage problem solving solutions
- Demonstrate leadership and management skills to the cross functional team
- May include leadership of Account Management Team

### Qualifications

- Bachelor's degree in related field or equivalent experience
- Past experience and working knowledge of the manufacturing industry
- Experience in program/project management
- Computer literacy on company supported programs such as SAP

- Customer service/Program management experience in a fast-paced working environment
- Proficient working with Microsoft Word, Excel, PowerPoint and Outlook
- Flexibility with schedule for required travel
- Excellent time management skills
- Detail orientated with exceptional organizational and prioritization skills
- Phone and customer service skills
- Successfully communicate unfavorable news internally and externally
- Problem solving
- Guarantee satisfaction and value to the company and customers
- Stay focused on long term objectives
- Contribute to a work environment that fosters pride in working at Magnet-Schultz of America

## Physical Requirements

Prolonged periods of sitting/standing at a desk and working on a computer  
Must be able to sit in car, plane or train for an extended period of time

## Direct Reports

Account Managers (possible in some instances)