



## Program Manager

**Full Time Position**

**Supervisor: Dir. Program Mgt**

### Position Summary and Responsibilities

The Program Manager is an integral part of the management team encompassing prodigious responsibilities and accountabilities. Individuals with the desire and drive to embrace any and all customer challenges from beginning to end can help Zentech accomplish its mission to protect lives and liberties through our products and designs we support in the medical, industrial, aerospace and defense sectors. At Zentech, we believe that winning is contagious – we win only when our Customers win.

- Manage and lead customer team activities as primary day-to-day customer contact
- Plan and determine most efficient and effective method of achieving program objectives within the framework of technical capabilities, company policies and procedures, and contractual requirements
- Provide centralized management over all business and technical aspects of a customer's accounts
- Manage customers' concerns, corrective actions, and lead issues to completion
- Communicate effectively with customer(s) and within factory
- Coordinate and maximize the use of company functions in support of customer requirements
- Manage multiple team tasks, to include but not limited to, continuous improvement programs, business analysis, quoting and pricing, contract reviews, change management, on-time delivery, inventory and forecasting
- Work with customer(s), materials, and operations to manage build and delivery schedule
- Establish measurable tasks/responsibilities for Program Administrators
- Provide customer forecast to scheduling and management for revenue and resource planning
- Support quality, test, Engineering Change Order (ECO), and materials activity
- Recover costs for ECO activity, Non-Recurring Expenses (NRE) and miscellaneous
- Resolve excess/obsolete inventory issues
- Assist in resolving Accounts Receivable (A/R) issues as required
- Assist with preparation to negotiate, manage and update contracts
- Lead, or assist in leading, business review meetings with Zentech and customer
- Seek additional sales opportunities within customer(s)
- Support management team, as needed, with building customers' relationships and business development, with forecasting and pricing strategies, with ensuring profitability and with meeting objectives
- Provide customers with written corrective action to escalated issues
- Assist other team members, as needed, to ensure customers' needs are met



## Position Qualifications

- Experience in electronics contract manufacturing environment preferred
- 4-year degree preferred or equivalent combination of education and experience
- 5+ years of program management experience
- PMP certification and/or six sigma green/black belt a plus
- Ability to effectively mentor employees at all levels
- Ability to drive solutions to complex planning issues with limited supervision
- Effective analytical, planning, and organizational skills
- Effective negotiation and problem solving skills
- Demonstrate leadership and people management skills
- Demonstrate teamwork and the ability to operate on diverse project teams with minimal direction
- Solid financial understanding, risk analysis ability, relationship building, and project management
- Available for travel up to 10% of the time, including day and overnight as required
- Effective organization and prioritization skills
- Ability to work collaboratively with suppliers or customer with direction and oversight
- Effective interpersonal skills
- Ability to take on project leadership / ownership
- Proven ability to complete projects in a timely manner
- Demonstrate discretion, confidentiality, and professionalism when representing the company
- Excellent written and verbal communication, as well as presentation skills
- Ability to work well individually or in teams
- Understanding of and ability to use continuous improvement tools
- Computer literate including MS Office Suite -- Word, Excel, PowerPoint, Outlook, plus knowledge of ERPs
- U.S. Citizenship status is required as this position may need a U.S Security Clearance within 1 year of start date

**This position may require exposure to information which is subject to US export control regulations, i.e. the International Traffic in Arms Regulations (ITAR) or the Export Administration Regulations (EAR). All applicants must be U.S. persons within the meaning of U.S. regulations.**