



Title: Program Manager

Department: Sales

Name:

Supervisor: Vice President of Sales

Description:

The Program Manager is the primary contact with the customer and the customer's voice inside Racemark.

While the manager of each department is responsible for the performance of their functional area, a Program Manager ensures that the entire organization is performing based on the customer's needs and expectations. The Program Manager is a "mini CEO" for each program they manage and is responsible for ensuring customer satisfaction, on time delivery, profitability and maintaining quality standards.

Using project management tools to initiate new programs and execute modifications to existing programs, the Program Manager is responsible for communicating the who, what, when, where and why of a program. The Program Manager is responsible for the entire lifecycle of a program from nomination until the end of life.

Main Objectives:

- Develop & win new sales with support from Sales Team for both new and existing customers in France, the UK and Italy
- Manage relationships with the Customer's launch team from program start to finish
- Ensure program objectives are met on time and within budget
- Communicate customer requirements and expectations to the relevant internal functional areas
- Ensure customer requests for special services, engineering changes or other changes to program requirements are evaluated for feasibility prior to agreement and that these decisions are effectively communicated
- Develop and maintain detailed program plans including, timelines, roles and responsibilities and budgets
- Ensure risks, problems and issues are identified and escalated appropriately both internally and externally
- Lead internal value added activities to ensure profitability and gross margin targets are maintained and improved

Working Relationships: Executive Management, Customers, Quality Management, Logistics

Qualifications:

- OEM or Tier 1 automotive experience required
- Ability to independently analyze and solve problem with general direction and guidance from management
- Experience managing concurrent, complex programs from design thru PPAP submission (i.e. APQP, VA/VE, DOE, DFMEA, PFMEA, Control Plans)
- Excellent oral and written communication and presentation skills
- 4 year technical or business degree
- Strong familiarity with ISO/TS procedures
- Extensive experience with Microsoft Project and other project management tools
- Willing to travel extensively: up to 75%
- French and English language skills required