



JOB DESCRIPTION

TITLE: PROGRAM MANAGER

Department: Program Management
Reports To: General Manager
Approved By: General Manager
Non-Exempt Position

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The employee shall assume the following responsibilities: interaction with Aerospace/Defense and/or Commercial/Industrial/Medical customers and employees to resolve production, design, and quality issues; Meeting short and long term documented sales, profit and productivity goals; and following up monthly with the General Manager. Support all internal customer service-related issues, tracking of projects, reporting of status, resolving discrepancies, due dates, and satisfying specific customer requests. Assist in RFQ, quotes for assigned accounts, hold customer project status meeting to review quality, schedule, pricing, and customer satisfaction issues. Manage and track all customer orders from P.O. to invoice to ensure all contractual items have been completed to customer and IEI satisfaction and expectations, work with customers, accounting and sales to resolve pricing, invoicing, and special items. Manage customer ECN, ECO process from NPI – New Product Introductions thru shipment.

As a leader for Irvine Electronics, you shall encourage and empower employees to continually improve productivity and process efficiency for the company.

EDUCATION AND/OR EXPERIENCE:

Ideal candidate would have a **BS or BA degree in Engineering or Business**; Possess a detailed understanding of electro/mechanical and printed circuit board assemblies; basic familiarity with applicable quality acceptance criteria; acquire a detailed familiarity with IEI Policy, Processes and Procedures; and accentuated familiarity with IEI capabilities and work capacity.

MUST BE A U.S. PERSON.

ADA REQUIREMENTS:

The key physical requirements for this position include the ability to use standard office equipment including PC's, fax, and copy machine, movement within a standard office and distribution warehouse area, walking, sitting, standing, climbing, carrying, pushing/pulling and lifting 1–30 pounds occasionally. Telephone use is a must.

I _____ (employee) have read and agree to the duties, responsibilities and requirements of this job description and have the ability to perform them successfully.

Employee Signature:

Date:

____/____/____