



Calling all creatives, solvers, analysts, planners, doers and visionaries!

East West Charlotte is looking to add a talented Program Manager to their team in Mooresville, NC. The Program Manager is a champion for managing excellent relationships with our customers.

This role is responsible for all program management functions including, but not limited to, order management, forecasts, margin analysis, leading the customer focus team and most importantly maintaining the integrity of the customer business relationship. Program Managers are the primary point of contact for our customers and creating a positive customer experience is key. This Program Manager (PM) professional will partner with business leaders and provide strategic sales expertise in support of the business and its customers.

Role & Responsibilities:

- Manage customer order due dates to ensure "on time, in full" goals are met
- Enter customer orders, forecasts and demands quickly and accurately for new and existing projects
- Monitor and manage actions to meet or exceed margin expectations
- Monitor work order variance and manage actions to ensure standards are loaded for all assemblies and errors are being resolved
- Review price variances, tariff charges to be processed on a monthly/quarterly basis
- Manage excess and obsolete inventory to ensure total E&O is adequately maintained
- Coordinate and conduct quarterly business reviews (QBRs) with identified customers - identify any gaps in reporting to enhance content
- Lead the customer focus team as the primary contact with customers
- Work to achieve and then maintain customer satisfaction levels
- Maintain forecast for all assemblies moving at least once per month
- Run the consigned inventory report monthly for customers with consigned inventory
- Participate in weekly PM meeting
- Other duties as assigned

Preferred Education, Skills and Experience

Bachelor's degree preferred. 10+ years of experience in Program Management & Electronic Manufacturing Industry is strongly preferred. Experience with International locations a plus. Strong experience with Microsoft Office products.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk; hear; stand; walk and utilize technology such as computers. Ability to occasionally lift up to 20 pounds.

Submit resumes to eloiacano@ewmfg.com