



JOB OPPORTUNITY

POSTING DATE: June 14, 2006
DEPARTMENT: Business Solutions Group
JOB TITLE: Customer Support Program Manager
REPORTS TO: Manager, Program Management
HOURS: 1st Shift, Monday-Friday

Purpose:

The Customer Support Program Manager is responsible for supporting the day-to-day internal management of customer programs.

Responsibilities:

- Tracks product orders from quote through release to production.
- Accepts processes and maintains customer and sales order information.
- Communicates customer order information to Operations and Engineering.
- Coordinates all special customer requests.
- Maintains all weekly, monthly and quarterly status reports for assigned customers.
- Manages EOL parts process.
- Manages ECO process; ensures all changes to products purchased are implemented correctly and in a timely fashion.
- Coordinates gathering of internal cost information to facilitate quote generation for Sales.
- Manages RMA process; provide RMA numbers after receipt of RMA request.
- Maintains Open Orders report for all customers in assigned territory.
- Monitors and reports on performance to contract commitments.

Qualifications:

BS/BA in business, engineering, computer science or related work experience.
1-5 years experience in project management, logistics, sales. Prior experience in technical sales/support preferred. Prior experience in the following areas: Vendor/Supplier, Quality Systems (CMM, ISO, Six Sigma, etc.).