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# Example of Program / Customer Manager Job Description

Our innovative and growing company is hiring for a program / customer manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for program / customer manager

* Ensure on time shipments and manages customers’ OTD targets
* Obtain RFQ packages, EAU, drawings for Quoting
* Prepares quotes for CRM team review and approval
* Coordinate material issues between customer, UCT Purchasing and UCT Supply Chain Groups, monitoring and escalating liability issues
* Submit claims for fees & follow up with customers
* Attends regular production and other meetings as CBO department representative
* Create and manage detailed plans for programs and projects, and ensure all key deliverables are met in a timely manner
* Develop and control deadlines and activities, manage communication to stakeholders and coordinate cross-functional deliverables
* Ability to make strategic decisions and apply corrective action
* Monitor, measure and report on risk and resource management

## Qualifications for program / customer manager

* Minimum of 3 years of program and/or product management experience in a high-technology, manufacturing environment
* Own customer project schedules and drive deliverables to completion
* Ensures proactive interfacing (CAS, R&D, Account managers, BD, RMM )
* Proven Experience in Estimation, Analysis and Solution Preparation
* Bachelor's degree or equivalent, plus 5+ years of experience within a product and/or Professional Services organization in service delivery
* Possess flexibility and have a track record of delivering results in a fast-paced and highly ambiguous work environment Strong communication skills