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# Example of Program Manager, Operations Job Description

Our company is searching for experienced candidates for the position of program manager, operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for program manager, operations

* Interface at a hands-on technical and operational support level with assigned OEM customers
* Coordinate travel to customers, with Regional Sales Manager, and provide technical and operational support
* Along with the repairs department, track and monitor Newport’s quality performance
* Drive OEM product structure input to Newport data management systems
* Provide technical support and program status to OEM Contact Administrators on products being sold to assigned OEM accounts
* Work with manufacturing management to develop labor resource plans
* Develop manufacturing build/test process flow plans and work with manufacturing management to define facilities and capital requirements
* Assist in development of key manufacturing and test process definition
* Manage the tracking of product standard costing for responsible programs and insure accurate input into costing systems
* Upon request of OEM group for identified new business opportunities, identify resources required, quantify estimated costs and review technologies required

## Qualifications for program manager, operations

* Strong analytical skills including consolidating data, analyzing and making business recommendations
* A proven track record for designing, managing complex projects with aggressive schedules and scarce resources
* Strong ability to lead change-management efforts across a geographically dispersed organization
* A proven track record for being detail-oriented using metrics and project plans
* Demonstrated ability to drive projects and programs using good judgement and self-direction
* Possess the ability to communicate effectively with technical and non-technical individuals