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# Example of Program Manager, Operations Job Description

Our company is looking for a program manager, operations. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for program manager, operations

* Oversee the Operations team to organize resources, sets goals, carries out strategy to effectively utilize the skills of the team and deliver exceptional service
* Build strong partnership with the client by growing and nurturing the existing relationships to ensure exceptional operational cohesion & effective foundation for future growth
* Reach out to all teams on forward looking growth path, projects and set the teams ready for the evolving changes
* Represent the Voice of the Customer during quarterly surveys, participate in Kaizen events and other continuous improvement initiatives in order to escalate systemic problems
* Shapes the direction of the team, keeps them focused and motivated to deliver the right results
* Conduct quarterly skips level meetings with the team to identify issues and areas of improvement and drive individual development plans based on the analysis
* Own the Voice of the Customer and take appropriate action to ensure customer satisfaction
* Ensure schedule adherence, workflow accuracy and team productivity goals are met and that administrative tasks (time-keeping, HR inputs, ) are accurate and on-time
* Deliver and establish business process to ensure NPI to achieve world class product ramp schedule, expedite, and deliveries for our business needs
* Support ISG on any business requirement as needed to provide problem resolutions

## Qualifications for program manager, operations

* BS in Marketing, Business or Finance ideal
* 2+ years of experience supporting electronics hardware manufacturing (new product design and introduction, manufacturing engineering, outsourced manufacturing supplier management, and project/program management)
* Ability to lead a complex project with Operations focus from new product development through fulfillment of mature products
* Ability to comprehend production test strategies and drive optimization of test through Test Engineering resources
* Ability to analyze, communicate, and act to mitigate risk
* Ability to lead a matrixed, cross-functional team to achieve desired schedule, cost, and quality targets