



Join Our Winning Manufacturing Team

JOB TITLE: Program Manager

REPORTS TO: GCS Site Leader

FULL/PART TIME: Full-time

LOCATION: Accident, MD

POSITION SUMMARY

The Program Manager will interact with customers in the defense and military services. The purpose of this position is to extend exceptional program execution capabilities and administrative support to existing business customers and replicate or create quality program solutions for new customers. Additionally, the Program Manager will support Business Development/Sales and Marketing to expand existing customer Statements of Work (SOW's) and help identify and cultivate new business.

Attributes:

- **Courteous and Ethical Behavior:** The ability to use good judgment and avoid situations that create an actual or perceived conflict between customers and those of the Company. Must be able to exercise discretion and maintain confidentiality as appropriate.
- **Verbal Communication:** Talking to others to convey information effectively. Giving full attention to listening, understanding what others are saying, taking time to understand points being made and different perspective or ideas being discussed, avoids interruptions at inappropriate times. Ability to communicate and demonstrate respect towards others.
- **Written Communication:** The ability to read and comprehend information and interpret content; the ability to articulate ideas and information in writing with attention to proper grammar, verbiage used, and the audience intended.
- **Collaboration:** The ability to partner with customers, vendors, distributors, and colleagues on business goals or activities in a positive manner to achieve desired results.
- **Critical Thinking:** The ability to identify, analyze, and resolve problems by determining root cause and corrective action, best practices, and desired outcomes.

Essential Functions:

Program Administration

- Serves as front-facing customer champion, program and business solutions expert, and a strong collaborator with internal teams to deliver exceptional results – from purchase orders, quality control measures, operational efficiencies, to manufacturing of high-quality products.
- Provides customers with program and manufacturing process information; offers real solutions that align with customer needs and solutions that will deliver on program capabilities and contractual agreements.
- Identifies and removes barriers or obstacles that may interfere with providing quality products or an exceptional customer experience.
- Act as liaison between GCS and customers on an ongoing basis.

- Examine performance requirements, delivery schedules, and estimates of costs to ensure completeness and accuracy.
- Respond to complex inquiries regarding contract obligations and revisions.
- Identify risks and issues and develops mitigation plans that lead to the best solution.
- Work as required with other functional areas to ensure that strategy, budgets, schedules, compliance, quality, and performance requirements are met.
- Review customer proposed modifications to the contracts and obtain internal approvals for modifications as necessary.

Customer Service

- Demonstrates strong relationship building skills and delivers exceptional service to understand customer concerns and requests.
- Responds proactively to customers' business needs and provides timely follow-up to initial requests.
- Assists customers with all aspects of programs and account support.

Business Development/Sales and Marketing

- Stays current with military and defense industry; knowledgeable of commercial/manufacturing customer market niche.
- Maintains and gains knowledge to understand and remain current on market trends or business challenges to retain or expand business growth opportunities.
- Develops program collateral to share with customers; conducts virtual or onsite presentations.
- Develops deep key customer relationships that generate new business opportunities and provide them superior solutions through business intelligence.

Admin Support

- Facilitates in-person and virtual meetings, conference calls, and conducts business on behalf of the Company.
- Ensures accuracy of contracts and related documents.
- Creates and submits reports on business goals and progress.
- Participates in special projects.

Work Experience, Education, and Skills:

- Associate or bachelor's degree in business administration/management or related field preferred.
- 5 years related experience in client relations, sales/business development, program management/development preferred.
- Proficiency in MS office and strong computer skills.
- Must have excellent communication skills, customer and relationship building skills, and positive attitude when working with existing and potential customers/vendors and colleagues.
- Works well individually and with others in a team-oriented environment.
- Excellent time management skills.
- Must be detail-oriented with a focus on accuracy.
- Demonstrates excellent presentation skills.

- Must demonstrate critical thinking and analytical skills.
- Ability to negotiate or influence others to achieve positive and desired business outcomes.
- PMP qualification preferred.

Physical Requirements:

- Standing/Walking/Sitting: Less than 1/3 of the time
- Fingering or Manual Dexterity: Less than 1/3 of the time
- Lifting up to 10 pounds: Less than 1/3 of the time
- Reaching or Stretching: Less than 1/3 of the time
- Speaking: 1/3 to 2/3 of the time
- Hearing: 1/3 to 2/3 of the time
- Seeing/Close Vision: 1/3 to 2/3 of the time
- Distance Vision: 1/3 to 2/3 of the time
- Color Discrimination: 1/3 to 2/3 of the time
- Peripheral: Less than 1/3 of the time
- Depth Perception: Less than 1/3 of the time
- Focusing Ability: Less than 1/3 of the time

Work Environment: The position involves occasional exposure to wet or humid conditions, toxic or caustic chemicals, fumes, or airborne particles, and loud noises.

Up to 20% travel may be required.

Disclaimer: This position description provides a summary of typical job functions. The assigned duties, tasks, and responsibilities are subject to change and are not limited by this position description.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities Encouraged to Apply