



# SMTC Corporation

## Program Coordinator

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<b>Company:</b>	SMTC Corporation	<b>Location:</b>	Hong Kong
<b>Shift:</b>	Days	<b>Status:</b>	Permanent Full Time

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### Company Overview:

**SMTC Corporation** is the company behind the manufacture, performance and intelligence sophisticated electronic devices all over the world. We are a global Electronics Manufacturing Services (EMS) provider with more than two decades of experience working in partnership with Original Equipment Manufacturers (OEMs) in computer, industrial, communications, consumer and medical markets.

- **Our customers are the heart of our business.** We go to great lengths to build strong, synergistic relationships with our customers and business partners worldwide.
- **Our services, processes and capabilities deliver customer value.** SMTC provides global end-to-end solutions including design, new product introduction, manufacturing, supply chain management, and after-sales services for the whole product lifecycle.
- **Our people make it happen.** SMTC employees are responsive, results-oriented professionals with a track record for innovative, flexible solutions focused on customer needs. Our expertise in quality, technology and supply chain management offers customers a distinct competitive advantage.
- **Our business is global.** SMTC operates a global manufacturing network with operations in Canada, the United States, Mexico and a partnering relationship in China. For more information: [www.smtc.com](http://www.smtc.com).

**Position Overview:** The Program Coordinator is responsible for customer order planning and management. They are responsible for working with functional teams such as Engineering, Supply Chain and Manufacturing to ensure customer orders are planned, entered and executed to exceed customer expectations.

### Key Responsibilities:

- Customer Communication:
  - Interface with the Customer to define order priorities and plan accordingly.
  - Communicate where Customer Orders are in the manufacturing process and when they will ship.
  - Run Simulations to determine when a new or pulled in Customer Order could ship.
  - Process Customer Engineering Changes and communicate when the change will take place along with the cost and material impact including excess or obsolete

- items.
- Communicate shortages on current and future production schedules.
- Customer Order Management:
  - Enter new Customer Orders into MRP system with valid ship dates and release kits to the shop floor.
  - Monitor customer orders to ensure timely execution.
- New Product Introduction –
  - Coordinate with functional teams to ensure all items on the NPI checklist are met.
  - Ensure that new products builds are executed per the NPI checklist meeting Customer expectations for delivery.
- Engineering Change Management:
  - To communicate to the team what has changed and when it is required.

### **Required Skills & Knowledge:**

- Excellent organizational, analytical, problem solving and interpersonal skills.
- Experience in materials planning master scheduling and ERP/MRP systems.
- Strong customer service skills with ability to provide prompt and accurate information to customers.
- Excellent written and verbal communication.
- Proficiency in MS Office and Lotus Notes would be an asset
- Strong time management skills.
- Ability to work well under pressure

### **Required Qualifications and Experience:**

- Completion of a post-secondary institution, college diploma or university degree in business administration or equivalent discipline.
- 3 to 5 years of experience in materials planning and customer service in a manufacturing environment.

**APPLICATION PROCESS:** All applicants interested in this career opportunity should send their cover letter and resume to [asiahr@smtc.com](mailto:asiahr@smtc.com) and quote the position title in the subject line.

Please note that only those applicants selected for an interview will be contacted directly.

## **Contact Information**

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**Company:** SMTC Corporation  
**Email:** [asiahr@smtc.com](mailto:asiahr@smtc.com)