



# SMTC Corporation

## Program Manager

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<b>Reports To:</b>	Vice President and General Manager, Asia	<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 Manager will work directly with strategic customers, SMTC manufacturing site(s) management and program support teams to develop and implement account strategies. Primary responsibilities include the management of activities related to the acquisition, introduction, execution and growth of key OEM accounts maintaining overall customer satisfaction.

### Key Responsibilities:

- Support SMTC manufacturing site(s) management and program support teams on issue resolution regarding resources, prioritization and barrier removal
- Provide customer escalation path on program critical
- Generate and maintain revenue and MVA forecasts.
- 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.

- 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.
- Coordinate formal proposal development and establish execution commitments
- Engineering Change Management: Communicate to the team what has changed and when it is required.
- Support the development and implementation of pricing models that support SMTC financial goals
- Facilitate the planning for and the execution of Quarterly Business Review (QBR) meetings to be conducted with key customer contacts.
- Ensure customer wide understanding of SMTC's current service offerings, changes in capabilities and capacities
- Coordinate activities regarding contractual agreements between the customer and SMTC.
- Ensure the development of supply chain programs that leverage SMTC tool sets and core competencies
- Manage and mentor program coordinator(s)
- Manage customer master plan; ensure that it is in line with operational and material execution commitments.

### **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
- Strong time management skills
- Ability to work well under pressure

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

- Completion of a post-secondary intuition, college diploma or university degree in business administration or equivalent discipline
- 5 to 7 years of experience in materials planning and customer service in a manufacturing environment

## Required Leadership Capabilities

- Strong commercial sense, customer focus and passion for our business
- Ability to recruit, develop and coach employees and peers and communicate clearly and candidly regarding their performance
- Strong interpersonal skills including confident and persuasive communication skills, both orally and written
- Personal energy and motivation to lead a group of individuals and/or projects
- Strong organizational and work planning skills
- Maturity to establish credibility and respect with a broad range of individuals and influence key stakeholders across all functions in the organization, including the necessary cultural skills to operate successfully
- Ability to make fair and ethical decisions based on fact and business conditions
- Strong strategic thinking and analytical skills combined with an ability to research information
- Creativity to have a vision and strategy to continuously improve processes and systems
- Potential to take on progressively more responsible projects and positions in the organization

**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)