



## JOB DESCRIPTION

Position Title	<b>Assistant Program Manager</b>	Department(s)	<b>Customer Service</b>
Direct Report(s)	<b>None</b>	Revision/Approval/Date	<b>Rev A – April 20, 2010</b>
Pay Schedule		Pay Type	<b>Exempt</b>

### JOB SUMMARY

The Assistant Program Manager represents EE Technologies by supporting the relationships with internal and external customers by performing administrative and office support activities. Duties will include contact through incoming and outgoing phone calls, receiving and directing visitors, word processing, data entry, filing and faxing.

### RESPONSIBILITIES

- Communicate with various departments regarding production capacity, production scheduling and MRP, order entry verification, production tracking of account products, and quality issues.
- Confers with customers in order to provide information about products and services, take or change orders, respond to inquiries and to communicate status related to orders, complaints and RMA's.
- Execute request for quotes including gathering customer documents to prepare quotes, facilitating quotes and responding to customers with completed quotes.
- Refers unresolved customer grievances to Program Manager for appropriate actions.
- Keeps records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Phone call inquiries both incoming and outgoing.
- Assist the program manager when directed in the following activities; meeting preparations, report handling, order status reviews and assist with expedite requests.
- Take initiative on requests and inquiries of Administrative nature.
- Be able to handle routines without constant supervision.
- Secure and place orders taking into consideration delivery dates and inventory levels for fulfillment.
- May be asked to perform other duties at a lower level or higher level of proficiency or not related to this classification on occasion.

### EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED.
- Mfg or service industry experience Preferred
- MRP experience a plus.



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### SKILLS AND ABILITY EXPECTATIONS

- Good organizational and communication skills.
- Computer Experience in word processing, database and spreadsheet skills.
- Ability to work under pressure, multi-task and prioritize tasks with strict deadlines.
- Good customer service/phone skills and flexibility for handling a wide range of activities.
- Demonstrates time and data management skills.
- Using logic and reasoning to offer solutions to problems.

### EXPECTATIONS

- Set the example by actively contributing to department and company goals.
- Clarify expectations and seek additional training as needed.
- Build quality into work. Ensure processes are consistent with quality objectives. Be aware of current quality levels versus target levels.
- Develop and achieve departmental/company goals and controls. Make suggestions for improvement in areas of cost reduction, processes, quality and productivity.
- Maintain a clean and safe work area.

### PHYSICAL REQUIREMENTS:

- **Temperature:** 65 – 75 degree
- **Humidity:** Normal
- **Other Hazards:** None
- **Percentage of time spent outside:** 0%
- **Protective Clothing Required:** NO
- **Physical Activity:**

Sit – 80%	Stand - 5%	Walk – 10%	
Squat - 1%	Bend - 1%	Twist - 1%	Lift –1%
Climb -0%	Drive - 1		
- **Reach above shoulder - 2%      Other - \_%**
- **Maximum consecutive time during the normal workday for each activity:**

Sit – 4 hrs	Stand – 30 min	Walk – 15 min	Drive – 0 min
Squat – 5 min	Bend – 5 min	Twist – 5 min	Lift – 5 min
Reach above shoulder: 15 min	Push – 5 min	Pull – 5 min	
- **Tools/Equipment Used:**

1-33%	Frequency of Use:	67-100%
	34-66%	

Computer			X
Office Equipment		X	
Company Car	X		



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### Repetitive Use of Hands & Feet:

	Not Req'd	Occasional	Frequent	Continuous
Simple Grasping			X	
Pushing/Pulling		X		
Typing/Data Entry				X
Fine Manipulation	X			
Repetitive use of foot in operating machine controls	X			

### Sensory Requirements:

**Weigh required to be manually lifted each normal work day:**  
 (Occasional = 1-33%, Frequently = 34-66%, Continuous = 67-100%)

	Not Req'd	Occasional	Frequent	Continuous
Up to 10 pounds			X	
Up to 20 pounds		X		
Up to 35 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

### Lifting and Carrying:

**Documents to file and delivering samples/materials**