



Job Posting # HR-2021-21
Posting Date: 09/24/2021

Program Manager / Account Manager

Intelligent Manufacturing Solutions, LLC

Leaders in PCBA Rapid Prototype and On-Demand Manufacturing
Manchester, NH 03103

Apply: <https://www.imscorp-us.com/careers/>

INTELLIGENT MANUFACTURING SOLUTIONS seeks a Program Manager / Account Manager to join our Team.

COMPANY BACKGROUND

Intelligent Manufacturing Solutions (“IMS”) is a leading provider of electronics manufacturing services with a unique specialization in quick-turn assembly of prototype, high-mix printed circuit boards, and build-to-order assemblies for customers primarily located in the Northeastern United States. IMS services a wide range of industries and assists customers with new product prototyping (with one, three, and five-day service available) and production assembly, inspection, and testing.

IMS has developed a customer base through its own sales team, targeting companies with new product development, prototyping, or variable-volume needs that value (and have demonstrated a willingness to pay a premium for) flexible manufacturing expertise, superior quality, strong design/ development capabilities, and rapid turnaround. IMS’ existing customers include some of the nation’s leading producers of medical, military/ aerospace, industrial, electronics, and robotics products. IMS has developed an operating expertise that positions it as a “problem solver” for its customers’ expanding product lines, and the ideal customer is often the one that other contract manufacturers turn away due to the size, complexity, and/ or short timeline of their projects. IMS’ quick-turn capabilities have been refined over years of operation and, combined with its strong product quality, represents a competitive advantage over other aspiring providers.

IMS Website: <http://www.imscorp-us.com/>

POSITION SUMMARY

The Program Manager / Account Manager is responsible for ensuring that the customer needs are translated properly and understood by all internal departments that may handle any issues pertaining to the customer’s work. They also assist with data processing, handle complaints and ensure that customers get the best possible experience. The PM/CSM acts as a liaison between IMS and the customers, they are responsible for assessing a customer’s needs and finding ways to meet or exceed the customer requirements in order to maintain good relationships.

- Organizing daily activities, maintain systems assuring alignment with customer and/or IMS requirements.
- Making effective decisions when presented with multiple options on how to progress with a project.

- Develop solutions and customer pricing quotations that meet/exceed the customer expectations. Present pricing quotations to the customer.
- Communicating with employees to keep the project(s) aligned with the milestones/deadlines.
- Proactively communicate with the customer. Provide regular customer status updates as required.
- Adjusting schedules and targets on the project as required.
- Assuring project is in alignment with quotation provide customer with any pricing changes. (Change Management)
- Working with the sales team to improve sales strategies.
- Monitoring projects and overseeing projects to ensure goals are met.
- Communicating with customers to ensure that all their needs are understood and addressed.
- Building strong customer relationships to maintain existing business and acquire new business. May have assigned responsibility to organically grow revenue with existing customers.
- Collaborating with various internal departments to ensure that they fulfill all customer requirements.
- Act as the “customer’s advocate” internally to ensure that their requirements/ demands are met with a focus on continuously improving the customer experience.
- Creating long and short-term plans, including setting targets for milestones and adhering to deadlines.

KNOWLEDGE/ SKILLS

- Strong Account Manager Service experience (Customer Centricity)
- Project Management
- Strong Computer skills are required. (including: MRP, Power Point, Word, and Excel)
- Strong Communications both written and verbal
- Quality focus and attention to detail is critical to success.
- Demonstrate a high level of organizational skills
- Knowledge of electro/mechanical industry processes preferred (Not required)

EDUCATION/ EXPERIENCE

- BS in Business Administration and or Technical Degree or equivalent work experience with strong project management/contract manufacturing experience
- Minimum of 5 years of experience preferred.

BENEFITS

- Health Insurance
- Dental Insurance
- Life Insurance
- Long Term Disability Insurance
- 401k
- 8 Paid Holidays

Intelligent Manufacturing Solutions, LLC is an Equal Opportunity and Affirmative Action Employer. IMS is committed to ensuring equal employment opportunities for all job applicants

and employees. Employment decisions are based upon job related reasons regardless of race, ethnicity, color, religion, sex, sexual orientation, age, national origin, disability, gender identity, genetic information, veteran status, or any other status protected by law.

IMS is an Equal Opportunity Employer Female/Minority/Disabled/Veteran