



Job Title: Global Program Associate
Reports To: Global Program Manager
Job Type: Full-Time

Job Description

Job Purpose:

This role will assist the Global Program manager (PM) in all aspects of specific assigned accounts. This includes responding to their customer’s needs, updating profiles, data control, order entry, tracking, understanding the technology of their customers, and assisting with all that is necessary to meet the needs and expectations of their customers. They may organize and assist in addressing all emails and calls pertaining to their PMs accounts. In addition to their own knowledge and skillsets, they will use the resources of the Global team to ensure the highest level of service to their accounts, including but not limited to engineering, sales, accounting, finance, purchasing, quality, warehouse and shipping. They will coordinate with the PM to ensure efficient and effective service to their customers. They will assist with all suppliers that manufacture for their accounts, as well as other service providers (e.g. FedEx).

Duties and Responsibilities:

- Ensure all RFQ’s are received and submitted
- Ensure data folder (doc control) is completed for all orders
- Ensure all customer PO’s are accurate to the quote, data entered, and confirmed to customer in a timely manner
- Ensure all sales orders are generated for customer PO’s and ensure their accuracy
- Ensure all vendor PO’s are accurate and meet the requirements of the customer PO
- Ensure all vendor engineering questions are addressed by engineering and answered on a daily basis in order to avoid delays in production
- Ensure all orders are in process at the factories (assist in analyzing vendor WIP reports for correct quantities, PN’s and ship dates) and that all vendor orders ship ON TIME
- Ensure logistics for their part numbers based on PO quoted lead times and cost
- Assist in ensuring product is received and inspected by APCT and shipped to the customer on time and with the proper deliverables
- Type and Quality concerns are addressed and follow up with the PM
- Assist to ensure all customer related questions are addressed effectively and in a timely manner (pull in/push out requests, ad-hoc reporting, general inquiries and questions)
- Ensure quote follow-ups for all quotes sent to their customers by logging and tracking feedback, so future quoting is more effective with the goal of increasing capture rates
- Ensure tracking is sent to customers

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APCT Santa Clara HQ	APCT Anaheim	APCT Orange County	APCT Wallingford	APCT Global
3495 De La Cruz Blvd. Santa Clara, CA 95054 Phone: 408.727.6442	250 E. Emerson Ave Orange, CA 92865 Phone: 714.921.0860	1900 Petra Lane Placentia, CA 92870 Phone: 714.993.0270	340 Quinnipiac St. #25 Wallingford, CT 06492 Phone: 203.269.3311	340 Quinnipiac St. #25 Wallingford, CT 06492 Phone: 203.284.1215



- Assist as the problem solver for their accounts, “Put out Fires” whether they involve customers, vendors, service providers, or internally with other departments
- Prepare and/or manage all daily, weekly, monthly and annual reporting for their PM’s accounts, including reports for customers, accounting, auditors and management
- Assist the PM with inventory management functions, including forecasting and inventory analysis to support purchasing for Vendor Managed Inventory (VMI)
- Assist the PM with inbound logistics management and analysis to ensure product is shipped in the most efficient, cost-effective and timely manner possible
- Assist the PM with various ad-hoc reporting for customers and management as requested

Qualifications:

- High School Diploma or equivalent
- Heavily focused on Data Entry – 60 wpm minimum
- Experience with Microsoft Office: Emphasis on Excel, Outlook and Access
- Strong MS Excel skills are required (including formulas, sorts, filters, pivot tables, IF statements, VLOOKUP)
- Experience with Accounting Software: Sage and QuickBooks preferred
- Strong organizational skills and ability to multi-task and prioritize tasks EFFECTIVELY
- Strong work ethic and desire to learn and advance within the organization
- Effective and efficient decision making and ability to problem solve by using your own skills and knowledge as well as the resources around you
- Must be proficient at collecting, maintaining, analyzing and interpreting data for various reporting and decision making
- Strong communication and interpersonal skills
- Ability to work effectively in a team environment, that is faced paced and demanding
- Experience with management, outside sales, quoting, purchasing, accounting, and customer service
- Experience in Supply Chain Management and Inventory Management a plus

Compensation:

- Salary commensurate with experience
- Vacation, plus average of 8 paid holidays
- Health and other supplemental insurance available
- 401k with company match

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