



# Junior Program Manager

## Letter from QPL President, Tom Hauge:

We are looking for a Junior Program Manager (Junior PM) to champion QPL's customer support activities and communication across internal teams. The perfect candidate thrives in a support-, liaison-, and coordination-centric role. He/she is passionate about problem-solving, continuous learning, and building productive working relationships. You will thrive in this position if you are driven to add value, improve processes, and help others achieve success.

QPL is a fast growing company, we think BIG and strive to be the absolute best in our class. When it comes to hiring, we aim to enrich our culture with people who embrace our mission of success and share our values: Keep Getting Better, Help Each Other Win, Do What is Right, and Deliver Confidence. If these values spark something within you, we hope to hear from you.

We reward hard work and a desire and willingness to constantly learn – and we work to create successes for our customers and employees. As a leadership team, we believe that one of the most important ways we deliver on our mission of success is to provide our employees with a great place to work.

This means we are fanatics about protecting our culture. And, to this end, we employ a clear set of living breathing values that guide every process and decision within our company.

Are you our right fit? We look forward to meeting you.

*Best Regards,  
Tom Hauge*

# About QPL

At QPL, our mission is to create success in everything we do. While this relates directly to the service we provide our clients, it also refers to our ongoing goal of promoting success within our organization – be it through individual career growth, working together to achieve team successes, or creating successful solutions for our company as a whole.

We know that this success stems directly from our people, which is why we strive to bring out the best in every employee. We understand that if we start by hiring A-players who are not only hardworking but also passionate about what they do, we have an incredible formula for a thriving organization. QPL empowers people to think creatively, collaborate with one another, and make great decisions.

## Live the QPL Values

*QPL team members strive to live our core values every day. We live, breathe, and believe in our core tenants. They are the foundation of our company. Every decision we make aligns with our values and supports the company's mission of success.*

### Keep Getting Better:

At QPL, there's no such thing as "good enough." We never rest on our laurels – and if there's a better or more efficient way of doing something, we'll find it. Ours is a culture of continuous improvement and perpetually growing from shared experience.

### Help each other win:

We're more than an organization – we're a family. No one at QPL operates in a silo. We believe in investing in our team, enjoying each other's company, and contributing to shared success through mutual respect and collaboration.

### Do what is right:

Every member of our team understands that true success comes from integrity. We know mistakes are a part of life – but when we make a mistake, we own it, fix it, and learn from it. We see challenge as an opportunity for team collaboration, learning, and growth.

### Deliver confidence:

When it comes right down to it, we're in the business of facilitating success – which means it's our job to instill confidence with our work. Our customers should always know what to expect from us, and we deliver on our promise – every time.

# Are you the ideal candidate for our Junior Program Manager position?

The Junior Program Manager (Junior PM) is one of the most essential roles in the company. He/she is instrumental in ensuring customer success by monitoring order progress and facilitating seamless communication between QPL's operations team and Program Managers. In addition to coordinating teams and customer programs, the Junior PM position is positioned to step into a full Program Manager position after 1-2 years.

The right candidate is an ambitious young professional with 2+ years of relevant job experience. He/she enjoys working within a team, and has a successful track record of high performance and positive working relationships. We're looking to hire an individual who can self-start, ask the right questions, and take initiative to proactively solve problems and grow in their career.

## Here are some questions to help you know whether this position is right for you:

- Are you a fact-finder who thrives on learning new systems and procedures?
- Do you enjoy problem-solving and consensus-building?
- Would your peers and colleagues describe you as a strong communicator?
- Do you thrive in a team environment that focuses on performance and continuous improvement?
- Are you motivated to grow, develop, and evolve your personal and professional skills?
- Do you appreciate processes and enjoy building/refining them?
- Do you prioritize people and relationships as much as personal performance?
- Are you excited by the opportunity to work with and support success across teams?
- Are you looking for a career with a company unlike any other?

## To be qualified for the Junior PM position, you must have:

- Bachelor's degree or equivalent work experience.
- Experience in a process or product-centric working environment, past experience in a manufacturing environment preferred.
- Computer proficiency with Microsoft Office applications Word and Excel, ERP/MRP experience a plus.
- Analytical skills for identifying issues and solving problems.
- A successful track record working in a communication-centric, team-oriented role.
- A self-starter working style – i.e. you are predisposed to ask questions and take opportunistic action.

Your specific responsibilities will include, but are not limited to:

### Relationship Development and Systems Mastery

- Understand the EMS production lifecycle with the ability to track products against timelines and reports.
- Gain familiarity and build expertise with ERP / MRP systems.
- Establish and build rapport with internal team members – understand internal team hierarchies and decision-making structure.
- Build and maintain business relationships with customers by providing prompt and accurate communication and supporting service requests.
- Coordinate with other departments to resolve customer requests – identify ways to address production issues, add value, and improve processes.

### Program Coordination and Customer Service

- Process daily and weekly open order status reports.
- Monitor program reporting, ensure systems are updated with current information.
- Conduct sales order entry for new products, make updates based on engineering change notifications.
- Own upfront status and process checklist, work with internal team to close gaps and move forward to meet client expectations.
- Act as liaison / coordinator between internal production team and Program Manager.
- Conduct due diligence and problem-solving production issues before escalating to Program Manager or customer.

### Process Improvement and Team Support

- Seek out ways to add value to the Program Management team.
- Embody the philosophy of 'continuous improvement' – look for opportunities to improve internal processes and methodologies for shared success.
- Serve as a resource for the QPL team – this includes administrative and clerical task completion as-needed.

### Growth and Advancement

- Seek out opportunities to elevate skills and expertise with customer support and program management.
- Set goals for mastering proactive problem-solving and issue identification.
- Integrate with customers and customer contacts over time as a resource and point of support.
- Work with Program Manager to build out Junior PM position training manual.
- Work towards promotion to Program Manager within 1-2 years.

To apply, please send an email with cover letter, resume, and references to [shahn@QPL-EMS.com](mailto:shahn@QPL-EMS.com) with the title "Junior Program Manager" in the subject line. No phone calls or in-person visits, please.