

**Job Title:** Commercial Program Specialist

**Department/Division:** Project Management

**Reports to:** Director of Project Management

**Grade:** 10S

# Job Summary:

This position will be responsible for actively managing the daily activities associated with commercial accounts.

# Supervisory Responsibilities: None

## Duties/Responsibilities:

* + Provide high quality customer service for several commercial programs.
	+ Solicit/receive customer PO’s.
	+ Manage production tracking information.
	+ Build and manage internal manufacturing work orders all the way through shipping of finished goods.
	+ Collaborate with Materials Manager/Engineer and Purchasing to effectively manage program material purchase, inventory, and disposition at Tapemark.
	+ Effectively communicate with internal and external customers project information, progress, and challenges in professional manner.
	+ Demonstrate interpersonal influence and leadership to schedule, manage, and evaluate projects through, and with, internal functional groups.
	+ Quickly identify critical path activities and impacts to timelines.
	+ Work collaboratively with Tapemark accounting to track and fulfill purchase orders and invoices.
	+ Escalate issues and risks with significant impacts to project timelines and/or the business relationship.
	+ Track and assess all change of scope items and ensure both internal and external teams understand the cost, quality, and timing impact of these changes.
	+ Lead meetings to balance competing priorities (within and among programs) and provide strong understanding and collaboration on behalf of Tapemark.
	+ Recommend and lead appropriate, respectful intervention with customer and Tapemark personnel to ensure they are accountable for agreed to deliverables necessary for project success. Strong conflict resolution skillset.
	+ Help schedule resources for customer visits, audits.
	+ Ability to understand complex and scientific workflows or tasks.
	+ Manage customer requests and needs related to product packaging and design. This may need to include other TM functional departments.
	+ Develop strong business relationships with our customers.
	+ Deal directly with customers to resolve issues related to:
		- * Billing
			* Statement of Work for the program
			* Customer Complaints
			* Material Inventory
			* Material Ordering and Disposition

## Education and Experience:

* + Bachelor’s degree in engineering, operations management, or science related field.
	+ Minimum 1 year of experience in account management or customer service role.
	+ Minimum 1 year of experience in Pharmaceuticals or GMP manufacturing environment.
	+ Prior use of traditional project management methodologies (Meeting agenda’s, meeting notes, timelines, etc.)
	+ Demonstrates ability to clearly articulate complex technical and scientific issues/topics.
	+ Comfortable with Microsoft Office applications (Word, Excel, PowerPoint, Project).
	+ Strong communication, time management, and organizational skills.

# Preferred Skills/Abilities:

* + 5+ years of experience in customer account management or project management
	+ 5+ years of experience in Pharmaceuticals or GMP manufacturing environment
	+ Project Management Professional Certification (PMP)
	+ Strong conflict resolution skills
	+ Lean Six Sigma Green or Black Belt

The above job description does not constitute a contract of employment, and Tapemark may exercise its employment-at-will rights at any time.

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Employee Signature Date