

RFI Program Manager Job Requisition

Job Summary:

RF Industries is searching for a Program Manager who will lead customer interaction during the execution phase of key, ongoing customer programs. These programs center around providing essential wireless and network infrastructure to Tier 1 Carriers and national neutral host providers. These customers count on RFI to strategically plan, flawlessly execute delivery, and provide frequent KPI reports.

Job Responsibilities

- Lead agenda-driven weekly/bi-weekly program calls (Teams Meetings) with key customer contacts to share information about program status, gather key project deliverables, understand changing priorities, and gain feedback.
- Be the primary customer point of contact for all post-sale aspects of the program.
- Actively participate in internal dialog, activities, and meetings to understand RFI's status, and assess how it is meeting customer expectations.
- Primary voice of the customer to our internal Operations team. Communicate customer feedback and perception and call out technical and operational issues immediately. Confirm internal owner of any issues, report back to customer, staying engaged through resolution. Drive proactive updates to the customer regarding status.

Daily tasks:

- Timely Order Acknowledgements to key customer contacts.
- Constant customer (and 3rd party) communication regarding projected ship dates. Immediately informing the customer of any changes (good or bad).
- Ensure RFI is managing shipping and logistics according to customers' expectations.
- Provide Shipment Tracking to customer and primary contacts for any shipping issues that arise (for customer and 3rd parties, such as subcontractors)
- Produce and distribute Project Tracking reports so key contacts have all pertinent information available to them.

Required Skills and Capabilities

- Sales and customer focused. Highly organized, detail oriented, and a great communicator.
- Confident taking lead in customer meetings and calls.
- Leads efforts in a planned, organized, agenda-based manner, focused on increasing customer satisfaction and securing repeat business. Doing so in a personable way, drawing the team closer together.
- Proficient in MS Word, Excel, Outlook, and PowerPoint at a minimum.
- Able to delegate tasks after gaining agreement, aligning on milestones and deadlines.
- Able to show flexibility and commit to problem solving.
- Ability to manage multiple projects at once (various customers, products, and process flows)

About us:

RF Industries (RFIL) designs and manufactures a broad range of interconnect products across diversified, growing markets including wireless/wireline telecom, data communications and industrial. The Company's products include RF connectors, coaxial cables, data cables, wire harnesses, fiber optic cables, custom cabling, energy-efficient cooling systems and integrated small cell enclosures.

The Company is headquartered in San Diego, California with additional operations in Long Island, New York, Milford, Connecticut, and North Kingstown, Rhode Island.

Salary is determined based on internal equity; internal salary ranges; market data/ranges; applicant's skills; prior relevant experience; certain degrees or certifications, etc. The salary for this position ranges from \$65k to \$70k.

RF Industries offers comprehensive health and welfare benefits, to include medical, dental, vision, life insurance and disability insurance options, as well as paid time off for vacation, illness, bereavement, and a tax advantaged 401(k) retirement savings plan.

RF Industries is proud to be an Equal Opportunity Employer and Drug Free workplace. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, among other things, or status as a qualified individual with disability or other applicable legally protected characteristics. Additionally, RF Industries participates in the E-Verify program.