

About the Job

Program Manager

International company seeking skilled individuals for direct hire employment in Knoxville, Tennessee.

Company Profile

For over 35 years Perceptics, LLC has engineered the most accurate, high-performance vehicle identification and license plate recognition technology in the industry. We engineer products that serve the Border Control, Commercial Vehicle, Electronic Toll Collection, and Highway and City Security markets. Perceptics has secured thousands of border checkpoints and our products automate over 200 hundred million vehicle inspections annually. Our customers include local, state, national and international governments among others. In addition, Perceptics has a global distribution network that helps to deliver our products more efficiently and in a capacity that best meets the needs of our end users. Perceptics prides itself on developing superior technologies as well as delivering unmatched customer service.

Position Summary

Immediate opening for an experienced Program Manager to support customer projects from kick-off through contract fulfillment. The Program Manager is the main point of contact for the customer. This position reports to the Vice President of Program Support.

Areas of Responsibility:

- Oversee the coordination of all operational and interdepartmental efforts related to the customer contract.
- Proactively track and monitor the achievement of key program milestones to ensure an on-time delivery of the promised product.
- Maintain a strong technical understanding of Perceptics' products and how they interrelate in installed systems.
- Oversee the creation and maintenance of schedules from start to finish of a program or project, ensuring seamless integration of Perceptics' program schedule with the customer's master schedule while maintaining an accurate understanding of lead times of Perceptics' supplies and manufacturing process.
- Work closely with Perceptics' accounting and contracts departments to effectively manage the contract budget as well as Perceptics' internal budgets and program costs.
- Effectively track the program scope and budget to ensure the contract is modified in a timely manner to reflect the current scope, cost, etc.

- Maintain an ongoing awareness of the quality and performance of Perceptics' equipment and service on the front lines and collaborate with customer service team members to proactively address any issues found.
- Continually look for opportunities to develop new business with or through existing customers, collaborating with R&D team members as needed to help brainstorm potential solutions for customer problems.
- Provide information and updates to customers as required, including performance reports, product documentation, order details, and others to ensure compliance with all established reporting requirements.
- Coordinate with the sales department to prepare customer proposals and quotes, providing technical, financial or other information as needed.

Minimum Qualifications:

- PMP certified or PMP exam eligible
- 10+ years of program/project management experience
- Manager of at least one (1) project of \$10,000,000 or more in value
- A good knowledge of MS Office, especially Outlook and Excel, with ability to learn to use our Access and MS Navision databased

Knowledge/Abilities/Skills:

- Self-motivated, results oriented, and ability to work well in a team environment with minimal supervision.
- Proactive approach to problem solving and project management.
- Strong interpersonal and communication skills needed in order to coordinate and accomplish objectives through other involved company personnel, work team members, technicians, supervisory personnel and contractors.
- Must be able to use Microsoft Office products to manipulate data and prepare reports.
- Must be able to communicate clearly and effectively about vision, goals, responsibility, performance, expectations and feedback.
- Basic understanding of image processing a plus.

Candidates must be a US citizen.

We are an equal opportunity/affirmative action employer. We consider applicants without regard to race, color, religion, creed, gender, national origin, age, disability, genetic information, marital or veteran status, or any other category protected by federal, state or local law.

Please submit your letter of interest and resume to hr@perceptics.com