

 **Program Analyst Job Description**

**General Description of Position:**

Analyst will perform a variety of project management and administrative activities, working with the Sales Team to execute new product launches, customer onboarding and order management. Work with the Sales team in developing business growth at Vanguard Soap, leading new product launches and customer onboarding among other duties as assigned.

**SPECIFIC FUNCTIONS OF POSITION:**

1. Manage multiple ongoing projects: from obtaining customer requirements, initial sampling, cost estimates and specifications through approvals, pricing, final setup and shipment.
2. Work directly with Sales and Customers to obtain customer requirements and expectations. Translate those requirements and expectations internally.
3. Coordinate Cost Estimates between R&D, Purchasing, Quality and Operations, to provide accurate and timely costs to Sales Team.
4. Monitor production status of orders and proactively communicate internally and externally to meet customer expectations.
5. Process new orders and maintain accurate order status from receipt to shipment.
6. Address complaints and handle all aspects related to the order status.
7. Process credit memos.
8. Research and investigate short payments and initiate appropriate measures to prevent revenue losses.
9. Daily reporting to the Sales Team on order status, completed orders, canceled orders, etc.
10. Prepare purchase orders listing components supplied by customers. Manage the process and delivery to meet production schedules.
11. Monitor production and work with shipping department to ensure orders are shipped within appropriate timeline.
12. Perform other work-related duties as assigned.

**SKILLS:**

1. Detail orientation.
2. Project Management.
3. Excellent organization, and strong communication skills (phone and email) required.
4. Self-starter, willing to dig into the details to understand requirements.
5. MS Office, particularly Excel required.

**MINIMUM EDUCATION OR EQUIVALENT EXPERIENCE REQUIRED:**

Bachelor’s Degree in a Technical field, Engineering preferred. Project management experience preferred.

**PHYSICAL DEMANDS:**

Must maintain mental alertness. Physically capable of walking, stooping, bending, standing. Must be able to lift 25Ibs. repetitively, if required. Must be able to work with daily exposure to chemicals & fragrances. Observe all safety requirements in all areas of the facility.

**Starting Pay Range:** $45,000+ depending on experience