

Program Manager
Stylmark, Inc. – Fridley, MN

You haven't experienced a company like Stylmark before! We are an employee-owned leader in designing and manufacturing finished fixtures and full solutions, including aluminum and steel, LED lighting, displays, showcases, fitting rooms, shelving and more.

Our Opportunity:

The Program Manager at Stylmark administers key account programs by working in conjunction with the Sales Department to present Stylmark products and capabilities to key accounts/markets. The Program Manager must exceed customer expectations and ensure on-time delivery through administration of workflow, programs, sales alignment as well as coordinating with engineering, purchasing and production.

Responsibilities

- Coordinate and manage all phases of the project/program, including concept development, prototyping, order confirmation, detailing, purchasing, production and delivery
- Advises and guides customers in selection of product or options
- Analyzes customer requests, inquiries, drawings, proposals and other documentation; Utilize engineering, estimating and ERP resources to provide price quotation in response to RFPs
- Receive program/project orders from sales or customer(s); compare with estimate and discuss discrepancies; establish understanding of initial project requirements and timeline
- Acts as the liaison between sales and internal team members as well as continual communication with the customer. Perform as primary contact for third parties (i.e., contractors, installers, vendors, etc) for questions relating to assigned customer accounts.
- Develop and manage critical project/program timelines and monitor process throughout to completion
- Track program/project process throughout production and communicate any obstacles and changes to management, production, sales and/or customers as appropriate
- Keep accurate records on all program/projects and customer communication
- Verify orders for compatibility, suitability and prevention of potential manufacturing issues
- Occasionally assist with the coordination of both freight and installation of retail fixture/commercial interior projects. Occasional travel to on-site visits of new and existing installation sites in effort to assess function, aesthetics and durability of both Stylmark and competitive products

- Manage multiple projects by utilizing sound project management methodology that includes identifying and managing overall project dependencies; identifying project risks and critical paths; developing mitigation plan with key stakeholders; and identifying and escalating issues to ensure resolution and to make sure project deliverables stay on time and within budget

Desired Education and Experience

- Bachelor's degree in Business Management, or related discipline
- Minimum of 5 years of related work experience serving retail store fixture, hospitality or commercial interiors markets including direct customer interaction
- A combination of education and experience
- Fluently reads and interprets architectural & manufacturing drawings is required
- Experience with both in-house manufactured and out-sourced products preferred

Sound like you?

We are an entrepreneurial, family-like environment where everyone's ideas matter and add value. We have fun, collaborate and learn from each other.

Stylmark offers a strong total compensation package including:

- Market competitive salary
- 401(k)
- Employee Stock Ownership Plan
- Underground, free parking
- Rich benefits package including: medical, dental, short-term and long-term disability in addition to wellness programs, Paid Time Off, and other supplemental benefits

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.