



## Position Description

### Program Manager – West Coast Operations

Program Managers are responsible for assisting the Director of Field Service with the effective operation of assigned programs or departments. Execute departmental or program strategic plans and goals. Lead proposal efforts and identify new business development initiatives.

#### Specific Responsibilities:

- Manage day-to-day departmental operations on the West Coast;
- Identify personnel resources needed to effectively execute west coast departmental and customer task orders;
- Provide task order data base updates for active purchase orders;
- Track and report west coast task order completion and close-out process;
- Develop and forward task order Statement of Works and Cost Estimates to the Director of Field Service;
- Assists in the establishment and adherence of project budgets and in the mitigation of risk;
- Follows up with clients and ensures SOW and task order requirements are accomplished;
- Reviews and verifies all project documents are complete, current, accurate, filed and forwarded to the Director of Field Service for review or action;
- Identify and communicate task growth opportunities with customers;
- Assists in the identification of business development initiatives;
- Manages day-to-day client interaction and seeks opportunities to increase customer satisfaction and enhance customer client relationships;
- Reviews personnel time cards and expense reports and forward to the Director of Field Service for approval;
- Complies with and helps to enforce company standard policies and procedures;
- Keeps department personnel informed of task and organizational changes;
- Resolves and escalate issues in a timely manner;
- Assists in the development of short and long range departmental strategic goals;
- Assists in the evaluation of personnel performance and raise considerations;
- Performs other duties as assigned.

#### Authorities:

- Allocate personnel in support of customer and internal operations;
- Communicate with customers to foster business development and customer relations;
- Resolve task order and personnel issues;
- Counsel personnel in task accomplishment, personal growth initiatives and professional development;
- Release SOW and Cost Estimates to clients when directed; and
- Perform duties as Director of Field Service when assigned.

I have been briefed on my responsibilities and authorities and fully understand them.