



## PR/159791 | Program Specialist

### Job Information

#### Recruiter

JAC Recruitment Malaysia

#### Job ID

1564950

#### Industry

Other (Manufacturing)

#### Job Type

Permanent Full-time

#### Location

Malaysia

#### Salary

Negotiable, based on experience

#### Refreshed

January 20th, 2026 05:00

### General Requirements

#### Minimum Experience Level

Over 6 years

#### Career Level

Mid Career

#### Minimum English Level

Fluent

#### Minimum Japanese Level

None

#### Minimum Education Level

Associate Degree/Diploma

#### Visa Status

No permission to work in Japan required

### Job Description

Our client, a global leader in electronics manufacturing, is seeking a highly organized and proactive **Program Management Specialist** to support cross-functional program execution. This role is ideal for individuals with a strong background in project coordination, customer engagement, and manufacturing operations.

### Job Responsibilities

- Collaborates with senior team members to manage account profitability, including forecasting, planning, and monitoring the execution of strategic initiatives to ensure operational efficiency.
- Oversees order and demand management processes to align with customer requirements and production capabilities.
- Manages Engineering Change Orders (ECOs), coordinating implementation activities such as 4M assessments, readiness reviews, new builds, liability/exposure analysis, rework planning, and Non-Recurring Engineering (NRE) cost tracking.
- Actively contribute to pricing and bid preparation and supports the development and administration of contract terms and conditions.
- Monitors and manages customer satisfaction through both daily interactions and formal mechanisms such as surveys, self-assessments, complaint resolution, and performance reviews.

- Maintains regular communication with customers to ensure alignment, satisfaction, and proactive issue resolution.
- Organizes and facilitates regular program review meetings with internal teams and customers to provide updates on progress, risks, and action plans.
- Addresses and resolves customer issues and complaints, while assessing the impact of order changes on inventory and production schedules.
- Prepares and delivers performance reports and analysis for monthly operational reviews and quarterly customer performance evaluations.
- Works closely with cost engineering, finance, and supply chain teams to analyze cost structures and investigate pricing variances.

#### Job Requirement

- In-depth knowledge of the manufacturing process, schedules and scheduling requirements, and SCM.
- In-depth knowledge of the business issues associated with manufacturing PCBs.In-depth knowledge of product pricing, contracts and contract negotiations.
- Thorough understanding of business risks and price make up (Value add and Materials)
- Excellent customer contact, negotiation and problem resolution skills.
- Good presentation, database management and computer skills.
- Minimum at least 5 years working experience in related fields
- Minimum education is Bachelor Degree in relevant fields

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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#### Company Description