

Customer Program Manager

WaveOptics is a world leading designer and manufacturer of revolutionary Augmented Reality (AR) waveguides. Our waveguides have a balance of attributes that deliver a superior display to the widest range of users with a high level of comfort.

This, together with an effective manufacturing process, makes immersive AR commercially viable and accessible to multiple industries.

As a Customer Program Manager, you will be based in the UK and supporting customers internationally. You will be coordinate cross functional teams from design through to delivery, managing all related timelines.

The role:

- Reporting to the Waveguide Program Director based in Abingdon, Oxfordshire
- You will be responsible for several customer projects using our Phlox Augmented Reality Waveguide Technology, from initial concept until final delivery
- Lead post-sales for high profile customers, understanding their needs, product plans and roadmaps
- You will be the champion for your customer(s) inside WaveOptics – ensuring they get the appropriate level of technical support and that their requests and needs are addressed in a timely fashion
- Be the customer single point of contact for all Technical topics, working closely with the Commercial relationship owner (account manager or business development)
- Capture customer requirements, engage internal engineering resources, plan and drive execution and all customer deliverables
- You will take ownership of all technical issues within the project, work with the engineering team to define solutions, and supervise the execution and delivery
- Communicating priorities and timelines to internal teams including Design, Test, Manufacturing and Supply Chain to deliver the project on time and to specification
- The role does require international travel (10% - 30%)

What we like to see

- Degree in Physics or Engineering
- Track record of supporting high profile customers in one of the following areas: optical systems, consumer products, telecoms, semiconductors or other high tech space
- Significant experience a technical project management role - a track record of successful delivery of large, cross-functional projects would be ideal
- Ability to combine technical expertise with good communications skills
- Strong organisational skills, successful track record of coordinating between multiple project stakeholders, technical program managers, and development teams
- Ability to juggle multiple priorities and make things happen in a fast-paced, dynamic environment; strong bias for action
- Experience working with technical concepts and opportunistic new ideas with technical employees and discussing trade-offs and realistic outcomes
- Excellent interpersonal and negotiation skills; proven ability to drive consensus across stakeholders
- Experience with high volume manufacturing would be interesting
- Experience working within a product that is high volume manufacturing would be an advantage, so you can consider risk and trade-off in mass production
- Happy to travel when required (10-30%)

The company offers competitive salaries and benefits package – but the key reason to join is to be at the forefront of a new, exciting technology with enormous potential for global adoption in the coming years.

To apply to join our fantastic team, please send your CV to c.graham@enhancedworld.com

Closing Date: 30th June 2018