WG Henschen
an Abound Aerospace Company

JOB TITLE: Customer Program Manager **DATE POSTED:** 10/21/2026

Location:	Valencia, CA / On-site	Level/Salary range:	Salaried (Full-Time)
Company URL:	www.WGHCO.com	Remote/On-Site:	On-Site (up to 25% travel)

APPLICATIONS ACCEPTED BY:

Email:	amartinez@wghco.com, klundby@wchco.com	Subject line:	Customer Program Manager – Job Posting

JOB DESCRIPTION

About Us:
We are a leading aerospace distribution company dedicated to providing top-quality products and exceptional service to our clients. Our commitment to innovation and excellence drives us to deliver efficient and effective solutions in the aerospace industry. We are seeking a strategic, customer-focused Customer Program Manager to join our Customer Operations team.

Position Overview:
The Customer Program Manager ensures that the strategic objectives of our contracted customers are developed, implemented, and consistently executed. The focus is on delivering error-free, on-time, high-quality products and maximizing program profitability while building strong relationships with customers and suppliers through effective planning, forecasting, and contract execution.

Key Responsibilities:

- **Customer Relationships:** Serve as the primary point of contact for customer inquiries, escalations, and dispute resolution.
- **Contract Management:** Master assigned contract terms, ensuring compliance while mitigating risk and maximizing value.
- **Performance Reporting:** Monitor contract KPIs, pipeline reports, and financial indicators, lead Customer Business Reviews, and present insights to senior leadership.
- **Forecasting:** Validate customer forecasts to ensure optimal inventory levels and on-time delivery.
- **Negotiation & Growth:** Support negotiations on pricing, delivery schedules, and SLAs, and identify opportunities for contract renewal or expansion.
- **Process Improvement:** Develop SOPs and best practices, conduct contract reviews and audits, and maintain Contract, Project, and Bin Masters.
- **Financial Coordination:** Work with finance and accounting to ensure accurate invoicing and revenue recognition, and resolve billing disputes promptly.
- **Leadership:** Serve as a contracts subject matter expert and mentor to junior team members.

Key Qualifications and Education Requirements

- Bachelor's degree in Business, Supply Chain, Engineering, or a related field (preferred).
- Expertise in sales, distribution, inventory management, and JIT programs.
- Proven track record in supervisory roles.
- Experience with CRM (Salesforce, HubSpot) and ERP systems.
- Ability to travel up to 25%.

Preferred Skills

- Expertise in aerospace hardware (fasteners, bearings, electronics).
- B2B sales and negotiation with aerospace OEMs, MROs, and suppliers.
- Strong risk management and competitive analysis skills.
- Excellent verbal, written, and presentation skills.

Benefits

- Competitive salary.
- Comprehensive health, dental, and 401K.
- Sick and Vacation Days.
- Opportunities for professional growth and development.

Why Join Us?
Be part of a dynamic and innovative team in the aerospace industry, where you will have the opportunity to be part of its growth and success.