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# Example of Customer Manager Job Description

Our growing company is looking for a customer manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer manager

* Interface with customer PMO and other stakeholders throughout program
* Work with and support outside contractors and customer installers to ensure project deployment timeliness and quality
* Must be knowledgeable of project scope and contract requirements, training programs, customer expectations and needs, and local regulatory and cultural considerations
* Monitor Customer level CM1 (contribution margin) & find ways to improve it
* Ensure superior Service delivery / customer satisfaction & conduct associated benchmarking projects
* Support the design of our beverage channel strategy and embed it into the annual planning process
* Support the weekly beverage communication process to the sales team around upcoming activations and developments to the annual plan
* Support the SKU End of Life process that starts from the retail shelf and works back to the supply chain
* Act as a leader within the “hub of the wheel”, running the cross-functional teams that execute new programs, launch products with excellence and track ongoing business results
* Develop & deliver business rationale to cross-functional team members and leadership in order to gain alignment and drive projects forward

## Qualifications for customer manager

* Major in computer science, IT management or a relevant field
* Excellent delivery experience in BSS Transformation
* Ability to and comfort in challenging people’s ideas in a constructive way
* Omani national is needed
* Ability to work with governmental departments and have strong connections
* GCSE (or equivalent) in English and a strong knowledge of Microsoft Office applications including Word and Excel