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# Example of Customer Program Manager Job Description

Our company is growing rapidly and is hiring for a customer program 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 program manager

* Lead a team of project managers to plan and manage project work supporting business and technical needs
* Ensure project managers are trained and following Lennar PMO processes
* Create and oversee the financial budgets for projects in the program including detailed working schedules, ROI’s, operating cost models, adoption metrics
* Monitor project milestones and phases to ensure work progress is on schedule and any change orders are required, justified, approved, and reasonable
* Assist in working with other Program Managers to establish and enforce processes within the PMO
* Establish and manage client expectations specific to the project
* Oversee cross-functional projects and exhibiting an understanding of critical cross module integration points
* Communicate project direction, approach, priorities, events and status to all project resources and business sponsors
* Mitigate project risks and managing issues
* Monitor all metrics related to staffing and utilization

## Qualifications for customer program manager

* Previous experience managing a retail loyalty program and/or credit card program preferred
* Experience working and partnering across internal and external organizations (This role will be the primary interface to the issuing bank, QVC’s credit card team and internal stakeholders)
* Proven track record of moving quickly and delivering results in an entrepreneurial environment
* Exceptional analytical, organizational, interpersonal, and problem-solving skills Outstanding verbal and written communication skills
* Keen attention to detail and ability to dive deep matched with the ability to think big
* Proficiency with spreadsheet, analytics and database software (Excel, Minitab, ) is required