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# Example of Customer Program Manager Job Description

Our innovative and growing company is looking to fill the role of customer program manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer program manager

* Be willing to participate – with the SDDC Customer Reference focus – in other customer marketing programs and initiatives
* Observe procedures and make appropriate suggestions and recommendations for improving techniques, policies, and procedures
* Identify appropriate project management methodology and timeline to implement and expand commercial service offering
* Simultaneously manage multiple project assignments, timelines, and goals in an effort to deliver business results
* Serves as main liaison between Customer and the GBU
* Works closely with Customers to determine solutions needs
* Plans and manages schedule for the delivery of products and solutions
* Tracks customer issues and drives them to resolution
* Identifies and communicates Technology and Solutions gaps
* Participates and contributes to the Strategy

## Qualifications for customer program manager

* Must have advanced computer skills (Microsoft Windows and Office-Outlook, Excel, Word)
* Minimum 7-10 years’ experience in project management in customer relationship management (CRM)
* Advance proficiency in MS Office (Word, Excel, Visio, PowerPoint, and MS-Project)
* Experience with management of large customer relationship management (CRM) implementation projects
* Reacts to assignment adjustments and alterations promptly and efficiently
* Strong leadership skills including assuring the effectiveness and collaboration of functional and cross-functional teams