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# Example of Customer Program Job Description

Our company is looking for a customer program. 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

* Be comfortable with the data – immerse yourself in survey results regularly
* Become expert at survey writing – be a trusted resource on writing quality survey content
* Ensures accuracy and consistency of program-related information on websites, in marketing materials and in knowledge management systems
* Track “Monthly Regional call” actions and monitor action item progress with guidance from the Regional Director
* Get an introduction to Financial Program P&L by working with various Program Managers, , Contract Value log Reconciliation and/or Budget authorizations
* Help create program bid packages with guidance from the Regional Director
* Monitors the impact on inventory of order changes
* Operate within our marketing tools (Adobe Campaign, Salesforce)
* Reviews core metrics to include quote TAT, repair TAT, spares lead time, price, quote win rate, nonconformance rates, and on time delivery market intelligence data to promote market share growth and customer satisfaction
* CPM is expected to develop knowledge on specific products and understand customer expectations to minimize issues during the launch of a new product

## Qualifications for customer program

* Role will be based in Cincinnati, KY and must be able to relocate and meet travel expectations
* Ability to travel throughout Kentucky and Nevada up to 50% of the time
* Quarterly travel to Seattle, WA
* Experience with MS Project is desirable
* Transportation or Operations industry experience
* Decision Making / Complex Problem Solving- proactively gathers information from appropriate sources, probes/considers all of the facts, considers other perspectives