Downloaded from <https://www.velvetjobs.com/job-descriptions/line-manager>

# Example of Line Manager Job Description

Our innovative and growing company is looking to fill the role of line manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for line manager

* Have regular formal 1 to1s with team members
* Ensure teamwork at the highest level
* The Product Line Manager provides leadership of and participation in the new product development and launch process (NPDL)
* The Product Line Manager provides marketing application support for assigned products
* The Product Line Manager has primary responsibility for marketing launch activities for new or updated products
* The Product Line Manager has responsibility to review modified standard product requests for technical and financial feasibility including return on investment criteria
* Customer Satisfaction – The primary function of the SLM is to deliver world class service and to drive customer satisfaction
* Sales Alignment - Work hand-in-hand with other SLMs and their counterparts in Sales, typically a Regional Sales Manager or Sales Director to protect and grow the business
* Services Revenue – The SLM is responsible for managing to a services revenue number
* Global Functional Alignment – The SLM must ensure each function on the team follows the standards of the role

## Qualifications for line manager

* Overall, good standard of general technical knowledge
* Experience working with technical support centers
* Knowledge of HTML and CSS is a must
* Broad working knowledge of and prior experience with the Web – Intranet, HR Tools and applications, IT and Web project management, IT governance, business planning, application systems support, and end user support functions
* Demonstrated responsibility for installation, configuration, troubleshooting, support, and maintenance of Production and Test environments
* Must have experience working in a multinational company