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# Example of Manager, Enterprise Job Description

Our company is looking to fill the role of manager, enterprise. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for manager, enterprise

* Supervises the Customer Support quality assurance program by reviewing overall results, discussing individual scores with staff and taking corrective actions and/or mentoring as needed
* Performs root cause analysis focusing on continuous improvement by monitoring trends in metrics and customer feedback
* Works closely with management, product management and product development to provide feedback on improving product usability, implementation efficiency and effectiveness, and product supportability
* Oversees international partner support operations
* Manages the team in delivering small API integration projects during implementations
* Represents the Enterprise Support department in cross functional meetings
* Supporting clients in the design, launch, and overall management and optimisation of programmatic campaigns
* Managing the execution of technical projects in coordination with Platform Integrations team, Account Analysts, Data Analysts and Support
* Client-facing information discovery, translation of learnings to strategic and tactical recommendations in order to achieve clients’ business goals
* Proven ability to quickly CONNECT with sponsors and key stakeholders

## Qualifications for manager, enterprise

* Proven ability to manage long, complex sales cycles from beginning to end and ability to close large complex deals with enterprise accounts
* Identify, track and facilitate closure of risks and issues, monitor project financial health escalating issues and variances to budgets
* Bachelor's degree with 5+ years of related IT and Operational project management experience with increasing level of responsibility
* 2+ years leading a software development team
* Experience in establishing, implementing and leading enablement-user based methods of monitoring and tracking of data methods and practices
* Demonstrates knowledge and understanding of Master Data Management and Data Governance principles and concepts