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# Example of Mgr Programs Job Description

Our company is looking to fill the role of mgr programs. 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 mgr programs

* Work closely with the OU program manager and functional representatives to ensure implementation of the program management process across the portfolio
* Work closely with process owners and functional support areas to ensure effective, affordable and auditable processes are in place and utilized
* Regularly review the OU portfolio, evaluating issues and trends, and ensure resources are applied to maintain excellent program performance
* Regularly review metrics and status from across the OU to assess overall health, trends, corrective actions and opportunities for improvement
* Use your experience to evaluate the balance of program performance, customer satisfaction and resource utilization in achieving OU financial performance goals
* Evaluate personnel trends, staffing projections, engagement and development to ensure a capable workforce with the ability to grow
* Inform strategic decisions about the tie of programs to strategy, product line portfolios, business development, and organizational growth
* Provide discipline to ensure the organization maintains excellent performance, high internal and external customer satisfaction, affordability and continuous improvement initiatives
* Acting as the deputy program manager supporting the lead program manager
* Managing the cost, schedule and technical performance of company programs or subsystems of major programs

## Qualifications for mgr programs

* A Bachelor’s Degree in Business Management, Information Systems, Information Technology or related discipline from an accredited institution is required with 10 or more years of relevant project management experience
* Demonstrated forthrightness, intellectual honesty, and openness in communications in professional relationships, and adherence to the principles of integrity, accountability and responsibility
* 4 year degree and at least 3 years of Retail Experience, preferable in a Contact Center OR
* 7 years’ experience in retail and/or Contact Center Experience
* Successful experience with in-direct leadership situations
* Demonstrated ability to achieve agreement without authority