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# Example of Program / Customer Manager Job Description

Our innovative and growing company is looking for a program / customer manager. 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 program / customer manager

* Maintain and update services marketing content inventory, and team with Marketing to ensure content is updated
* You will partner with cross functional teams - Marketing, Product
* Collaborate with technical subject matter experts and Marketing to ensure effective authoring of service descriptions, data sheets, and other collateral
* Team with Product Marketing to integrate services content into integrated solutions campaigns
* Collaborate with Marketing in the creation of demand generation programs specific to services
* Provide Amazonians the opportunity listen to customer calls side-by-side with Customer Service Associates
* Lay the foundation for how to discover the essence of the customer concern
* Use customer stories to illustrate how business decisions impact the customer
* Manage the events for consistency and quality while dealing with the ambiguity of incorporating “aha” moments
* Own (or oversee) session logistics including room scheduling, participant meals

## Qualifications for program / customer manager

* Entry Into Service requirements
* Excellent interpersonal and communication (both oral and written)skills in English and inter-cultural work experience
* 5+ years of program management or related experience influencing multi-cultural audiences is required
* Does not need to know coding, but should be extremely tech savvy
* Ability to work cross-functionally with business teams, development teams, and multiple stakeholders
* Superior communication and influencer skills, including the proven ability to effectively manage, influence, negotiate, and communicate with external business partners and internal teams to meet operational performance goals