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# Example of Program / Customer Manager Job Description

Our growing company is hiring for a program / customer manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for program / customer manager

* Develop and execute implementation plans in conjunction with Customer Satisfaction Board (CSB) and Service Bulletin activity
* Represent assigned OEMs on appropriate product teams, to ensure appropriate priorities are set
* Accurately scope out length and difficulty of tasks and projects
* Conducts program reviews, and ensures process adherence (IPDS)
* Maintain relationships with assigned OEMs through written communications, workshops, M&Os, conferences and periodic visits, as applicable
* Develop knowledge of fleet profiles and tailor support plans and activities to meet the customer's needs
* Play key role in technical panels and committees for Gulfstream G150, G280, G450, G550, G650 and legacy GIV & GV aircraft
* Manage and lead indirect resources to effectively produce results
* Execute on-going framework (CS Newsletter, Launch Plans)
* Innovate! There’s huge opportunity to drive increased customer engagement and adoption of our products and services

## Qualifications for program / customer manager

* Master Degree or above in Chemistry discipline
* Bachelor's science degree (MBA preferred)
* 10+ years of experience of customer interfacing and program management in the mobile market, with the ability to handle complex and uncertain environments
* Experience with GNSS technology, preferable with GNSS implementation into handsets
* A highly motivated, a quick self-learner and a good team player that have an aspiration to be part of a winning team
* Must be able to effectively and efficiently communicate, both verbal and in writing, and have the ability to convince others and present complex topics to different types of audiences