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# Example of Program Manager, Global Job Description

Our company is searching for experienced candidates for the position of program manager, global. 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 manager, global

* Support to build up to three Centers of Design which serves as Global Design Hubs to educate and deliver creative work for a consistent brand appearance worldwide
* Cooperate with the Global Marketing Platforms and Global Digital teams to enable appropriate solutions for different BCG entities' go-to-market strategies
* Primary owner of global programs for multiple OEC accounts
* Proactively seek and make known the Voice of the Customer (VoC) across front lines and ensure improvements / initiatives as allowed by commercial agreements are adopted by the regional OEC teams
* Establish deep understanding of contract language and translate to specific deliverables operationally and/or electronically such that commitments are understood and correctly executed throughout the OEC global network and across relevant functional units within DGF
* Lead measurement efforts to monitor global compliance to customer commitments
* Overall ownership of data, data integrity, and reporting for customers managed
* Present global weekly / monthly / quarterly / annual performance results to customers and internal stakeholders
* Over-communicate program requirements globally through the regional OEC leads
* Establish deep and effective relationships with regional OEC leads and teams, with internal parties including management, and with the customers at all levels

## Qualifications for program manager, global

* Experience with R or Python/another scripting language
* 7+ years of experience in project management roles
* 5+ years of experience with customer support operations and/or contracts management
* Experience with customer support center deployments (ramp up & ramp downs) activities
* 7+ years progressive experience in a corporate environment
* 4+ years of experience in assignee services, expatriate compensation management and/or tax