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# Example of Program / Product Manager Job Description

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

## Responsibilities for program / product manager

* Recommend process improvements to the way projects are scoped, built, tested and deployed across the company
* Take ownership of defining, tracking and improving customer-facing and internal quality metrics for the program
* May occasionally take ownership of/collaborate on product requirements definition in order to deliver on program goals with the most efficient use of resources and technologies
* Dedicated voice of Quality to programs
* Advocate for the customer and enable customer focused decision-making by providing clear, concise data and applying quality tools
* Support achievement of product & program quality targets
* Ensure alignment of program targets with all Cadillac targets
* Drive issue resolution & closed loop learning
* Participate on PQRRs as needed
* Collaborate with Program Quality Managers, SRAA & Chief engineers of platforms, CPIETs

## Qualifications for program / product manager

* Strong communications and presentation skills, including written and oral communication of executive level information and recommendations
* At least 2 - 4+ years combined experience in project management
* Acting as the liaison between CS and PrOps teams, providing reporting and analysis to ensure change is driven in the areas which have the biggest potential for experience improvement
* Influencing and communicating to the CS network and leadership teams, any delivery experience metrics and associated impact on customers
* Championing the voice of the customer to drive change within every step of the delivery experience
* Working with internal teams to benchmark and design processes which enable a best-in-class delivery experience