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# Example of Services Product Manager Job Description

Our company is looking to fill the role of services product manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for services product manager

* Develop quality metrics for all categories managed and monitor KPI’s
* Drives positive results throughout the organization by implementing new processes related to New Product Development and Specifications guiding Food Safety and Quality and determining and implementing efficiencies
* Build strategic relationships with vendors and internal clients
* Evaluate existing and potential vendors, both foreign and domestic, across multiple criteria, including quality, service, availability, reliability, selection
* Researches and analyzes new products and services to determine if they are a fit and offer an upgrade in quality, reliability, selection, etc to internal clients
* Study industry publications, trade journals and market information to keep current on relevant changes in procurement and the food service industry
* In close cooperation with the sales, business development and program delivery organisations, identify the market size, the market needs, the key success factors or differentiator that will allow our product/solution to be successful
* Work with the Portfolio Pricing function to set up standard configuration templates
* Manage and modify complex product(s) within the Global Markets Group portfolio
* Be the internal and external communications SMEs (Spokesperson, webinars/seminars, white papers, collateral, sell sheets)

## Qualifications for services product manager

* Project and programme management experience in a technical product environment
* Experience of managing high performing software development and support teams
* Good all round IT industry experience and knowledge
* 3+ years of relevant experience, with some demonstrated experience in product management, project management or custom service desired
* Working knowledge of SQL, XML and database structures
* Strong customer-service focus for building a product with purpose and supporting clients