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# Example of Support Program Manager Job Description

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

## Responsibilities for support program manager

* Plan, organize and coordinate analytical support for the development of Rate Cases for OPEX and CAPEX for Gas Operations & Engineering
* Support regulatory activities in each of our operating jurisdictions through the analysis of past and future investment plans
* Assist all team members on rate case negotiation teams with Metrics and analytical support
* Support the development of Rate Case Testimony
* Identify and implement the top priorities for Brand Support Program Scope for all marketplaces, including the identification/prioritization/implementation of relevant existing or new contact reasons, customer experience across all channels (e-mail/phone/chat), liaising with and supporting the Seller Support and Vendor Support teams to ensure operational readiness
* Drive the launch of the Brand Support Program across all market places, by identifying and building project milestones, ensuring their timely delivery both from a development build and operational readiness perspective (includes building and translation of all Standard Operating Procedures and website content)
* Develop a deep understanding of the reasons for Brand Support contacts by deep-diving into the Brand Support Contacts generated
* Identify the root causes of the need for Brands to contact the breaks of resolution time and customer satisfaction metrics
* Own a subset of prioritized root-causes and drive their resolution by developing and implementing scalable solutions
* Take a leading role in drafting and presenting deep-dive documents, including responses to senior executives

## Qualifications for support program manager

* Have identified, built and implemented programs with European, International or World Wide scope
* Are goal driven and relentless in your efforts to get across the finishing line
* Have experience of, and are comfortable with working in a fast paced, ever evolving environment
* Six Sigma/Lean Process Improvement Green Belt or above
* Program Management qualification (PMP, Prince2, Agile or similar) with 5 yrs experience
* Intermediate or Advanced proficiency in Microsoft Excel