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# Example of Support Program Manager Job Description

Our growing company is searching for experienced candidates for the position 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

* Engage all the relevant help content owners and build a process to ensure that help content is up-to-date and relevant at all times
* Build a capability and process to continuously identify and prioritize areas where Brands may benefit from self-help functionalities and content
* Partner with the Seller Support organization to identify and implement relevant self-help tools for Brand Support
* Drive usability of the self-help functionalities by ensuring visibility, effective navigation and ease of use across Brand Support
* Effectively prioritize and manage a portfolio of projects and initiatives, considering trade-offs and optimizing for customer and brand experience
* Develops and manages brand and marketing integration initiatives on departmental products and communication material
* Manages, tracks and updates annual departmental plans, guidelines, reports and surveys
* Collaborates with unit leaders and manages EH&S metrics
* Ensure information and documents are organized and secured
* Lead cross-functional team(s) and subject matter experts in the development, planning, and implementation of multiple complex projects and/or programs

## Qualifications for support program manager

* A bachelors degree or MBA
* Fluent English, Italian or French would be desirable
* Prince2 Practitioner or Six Sigma Black Belt certification from a recognized body
* 5+ years of experience delivering large, business critical, cross functional projects with global impact
* Operational experience with CRM and other contact management support tools
* Very strong analytically, being able to translate operational issues into workable solutions