



Example of Business Program Manager Job Description

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Our company is hiring for a business program manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for business program manager

- Perform investigation of production issues to determine root cause, workaround, and process correction/enhancements
- Engaging and managing direct relationships with key stakeholders and end users throughout the project life cycle to ensure that solutions meet their business needs, maximize their productivity and are aligned with goals and desired business impact
- Measuring impacts to kpis, productivity and end user satisfaction associated with process and systems changes enabled by Retail Services IT
- Actively participate in RSIT feature teams prioritization of user stories, features and bugs issue triage discussions
- Driving the prioritization process by which decisions are made around the final project scope and schedule
- Develop next fiscal year planning guidance in Q4 based on key strategic meetings and communications, Q2/Q3 QBA, PRISM
- Partner and support the CSS site leader (usually the seniormost CSS leader at a site) for ensuring an active local culture & affiliation portfolio including local site events, social gatherings, people updates, off –sites and retreats, cultural integration/ onboarding of new hires & MACH hires
- Implement the FY Marketing Services planning requirements that enable the delivery of the of Marketing Services strategic plan
- Culture & Leadership
- Engineering System

- BA/BS in Operations, Business Management, Marketing, Computer Science, Data Science, Statistics, Engineering or related degrees, Masters level preferred
- Maintain contractual data input and quality in accordance with MCIO business needs
- General familiarity with policy compliance requirements (Global Readiness, Accessibility, SDL,) is a plus
- Attention to detail, ability to work in a fast paced environment and remain calm in stressful circumstances, and comfortable communicating to multiple audiences and settings (both large and small audiences, executives)
- A strong drive for results and ability to work through conflict and ambiguity
- Strong analytical background and experience working in a data-driven environment is a plus