

Example of Business Program Manager Job Description

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

Responsibilities for business program manager

- Assist Project leads in ensuring the effective tracking and measurements necessary to effectively yield process savings from enhanced technologies or alternate workflows
- Monitor the on-going performance of the business process by measuring its results, and verifying training effectivity
- Analyze processes for sub-optimal performance, communicate findings clearly and effectively and make recommendations for improvement
- Identify how enablement tools will support the execution of the business process and ensure system capabilities align to the business process needs
- Responsible for the delivery of small to medium scope business projects of moderate complexity
- Define the overall objectives and key deliverables for the business project
- Provide leadership to business project resources in a manner that ensures timely delivery on commitments/tasks in support of broader business project deliverables
- Collaborate closely with multi-disciplinary teams of business, design, and engineering to make ideas tangible versus theoretical and determine what work should be done to explore, test, refine, and recommend a final solution
- Apply human-centered design and lean start-up processes that result in desirability insights and viable product, service or solution recommendations to deliver customer experiences that are simple, powerful, and exceptional
- Work with partners to articulate the "Business Design Challenge" at the beginning of the project to ensure potential user and business impacts are

impact do we want to have? What are possible solutions? What context and constraints do we need to keep in mind?)

Qualifications for business program manager

- 5+ years of prior experience working in Corporate IT / heavy emphasis on data analysis and metrics development preferred
- 2+ years project management experience in a consulting, operations and/or IT-related capacity Understanding of industry frameworks and methodologies desired, certification preferred
- Proven experience of services and support experience
- Experience with a large corporation focused on Marketing Operations (Customer Relationship Programs, Digital marketing tools and systems, Email Execution, Database Marketing, Campaign Analytics, List Pulls)
- Bachelor's degree in Business Administration, Communications, Liberal Arts or a related field is required or the equivalent combination of education and experience
- 7-10 years of process development, workflow creation, business process documentation, operations, or applicable experience is required