



Example of Customer Project Manager Job Description

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

Responsibilities for customer project manager

- Manage the development of project documentation and responsible to support and maintain it
- Complete project plans, project status reports, project dashboards, change requests, project schedule, and other documentation as required
- Variance to plan will be documented, reported and escalated as required
- Work cross-functionally with engineering and product management to facilitate rollout of training and education on features and functionality in new releases with just-in-time delivery to support team, and enable their ability to support their customer on day one with new releases
- Work cross-functionally with engineering, marketing and product management to improve processes for support organization, product, and customer experience
- Oversee and report on progress and status of New Product Introduction & Support Readiness Programs
- Monitor existing workflow, processes, and industry trends to suggest areas of potential improvement
- Identify opportunities to improve workflow and create supporting documentation for review by peers and management
- Establishing project plans in conjunction with CX, business and technology partners to ensure Customer Experience delivery is carried out according to CX quality standards and agreed upon scope, timeline and budget considerations

documents along with presenting such materials in meeting forums with business partners and executive stakeholders

Qualifications for customer project manager

- Must have proven experience in Managing Complex Projects from all Project Management aspects
- Must have proven experience in Project Financial Management
- Must have proven experience for handling communication and interface with high level customer level
- Experience with SACW Projects in Saudi Arabia is plus
- University degree in a related field or equivalent work experience
- Must have 4+ years experience in related fields and/or disciplines