



Example of Customer Project Manager Job Description

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Our innovative and growing company is hiring for a customer project manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer project manager

- Coordinate, lead, and motivate a diverse cross-functional team of internal and external Sales, Clinical and Technical resources in coordination with the hospital points of contact
- Communicating with all project stakeholders, and third party vendors, including but not limited to regular project updates and regular project meetings as outlined in the project plan
- Responsible for Project Cycle Time, Forecast Accuracy, Revenue Recognition, and Customer Satisfaction
- Maintaining reporting on, and analyzing, business trends for the membership base and using this information to develop strategies to drive product engagement, process enhancements or simplification
- Participate in call listening and manage the complaint process to not only address customer need, but also identify experience opportunities based on this valuable form of research
- Work with internal and external partners to manage the day-to-day customer service strategy ensuring relevant handling steps and scripting, compliant management of the benefit adjudication process, identifying opportunities to simplify processes and the way our members engage in the product
- Manage and execute the monthly benefit activation audit process designed to ensure benefits are being delivered as expected and to identify and eliminate any operational risk

- Monitoring progress of Customer projects
- Assuring the delivery of all products and solutions offered to the customer

Qualifications for customer project manager

- Experience managing on-shore / off-shore teams across multiple time zones, countries
- Experience with RFI, RFP and vendor management processes
- French language would be an advantage
- BSc degree or similar
- May have completed Project Management Professional certification and/or equivalent experience
- Bachelor of Science in engineering (electrical preferred)