



# Example of Productivity Manager Job Description

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Our growing company is hiring for a productivity manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for productivity manager

- Provide cross-functional leadership and act as a bridge between different functional groups, most often between engineering, marketing, sales, and support
  - Track & mitigate technical risk exposure in collaboration with the engineering, operations and other functional teams
  - Perform base-line metrics collection and Key Performance Indicators (KPI) to enable measurement of cost-savings and time-savings as a result of implementing improved processes
  - Provide progress reports and/or briefings on a regular basis to managers, customers and other stakeholders
  - Coordinate with external organizations to solicit process improvement for inputs and outputs to those external process elements
  - Analyze the needs and expectations of the customer's experience in order to enhance quality and drive customer loyalty
  - Maintain a customer centric and holistic view of all processes and customer segments in the ecosystem to understand dependencies, cross functional impacts with regards to process, workflow and reporting
  - Monitor, measure and provide feedback on process performance
  - Consult and advise leadership on process and performance improvement opportunities centered on the customer experience
  - Identify, prioritize and execute initiatives aimed at improving the service delivery experience
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- Demonstrated written and verbal communication skills and strong interpersonal skills to work with diverse cultures and global colleagues
- A minimum of 8 years of experience in IT is required and with some experience in IT architecture
- Collect and document business requirements for experience enhancement processes and technologies
- Recommend business and technical solutions to improve operational efficiencies, effectiveness and customer experience
- Market analysis, strategic business planning including identification, qualification, and capture, leading to award of major programs
- Ability to support a diverse set of customers