Our company is growing rapidly and is looking to fill the role of service program 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 service program manager

- Identify opportunities to improve systems and processes and present clear business cases to gain support from stakeholders
- Drive tactical execution of key initiatives aligning to a team roadmap to achieve the CS vision and make significant contribution to global and country level goals
- Provide leadership on ACES project selection, prioritization, scope, definition, and performance to ensure alignment with country business strategy
- Collaborate and communicate with other global ACES colleagues on best practices, internal and external benchmarking, talent development, programs of study and knowledge sharing
- Mentor and develop site ACES managers and their teams
- Serve as a 'Sensei' for Customer Service developing common understanding of the relevant concepts and provide coaching and support to drive a clear approach and deliver results
- Establish a partnership with business leaders to develop and lead the continuous improvement strategy across multiple global sites
- Scale existing programs to expand coverage of services to additional domestic and international location
- Develop and implement appropriate marketing programs and activities targeted at customers, vertical segments, key accounts, and Service Activity themes
- Identifying, documenting, and driving adoption of best practices across CS ID

Qualifications for service program manager

- Good understanding of services and suppliers and related contracts
- Master's degree or higher, engineering preferred - or equivalent experience and evidence of exceptional ability
- Master's degree or higher, engineering preferred or the equivalent in experience and evidence of exceptional ability
- BA/BS degree or or the equivalent in experience and evidence of exceptional ability
- Understanding of basic BOM components (preferably for hardware products and eNovia)
- Deep technical understanding and working knowledge of the latest home audio, wireless, home networking, and Bluetooth technology required