



Example of Service Program Manager Job Description

Powered by www.VelvetJobs.com

Our growing company is looking for a service program manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for service program manager

- Establish measurable outcomes and goals with stakeholder input (e.g., key performance indicators, baselines, measurement system)
 - Combines full understanding of concepts, theories and principles with business insights and manages moderately complex programs
 - Builds and delivers against plans across a single capability, and communicates clearly through Director Level
 - Creates, evolves & communicates capability requirements and specifications that align to the strategy
 - Applies technical, functional and customer expertise to deliver requirements and specifications that are accurate, clear, technically sound and implementable
 - Knows who customers are and communicates technical requirements to dependent teams
 - Produces and demonstrates capabilities for trainings and for stakeholders and business partners
 - Demonstrates a strategic understanding of the timing and rationale for design choices for a capability
 - Uses customer lens to create data measurements to quantify measures for success and recognizes gaps in technical and operational KPI's
 - Demonstrates a broad understanding of how the business operates and uses financial and business knowledge to inform a business case
-

- Experience working Programs with the Intelligence Community (IC) Organization/Agencies
- Technical Bachelor's degree (Engineering, Math or Sciences)
- Knowledge of The Joint Commission, and other local, state, federal regulations
- Experience setting, monitoring and improving KPIs and other metrics
- Knowledge of Lean, Six Sigma and Kaizen techniques an advantage
- Adept and experienced in the use of common statistical software solutions