



Example of Service Program Manager Job Description

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Our innovative and growing company is hiring 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

- Possesses broad understanding of end to end capability and applies engineering lifecycle knowledge to feature design, task estimation, design review, story creation, triage, schedule and performance standards
- Reads basic code constructs, understands and identifies estimates of effort to complete engineering work streams
- Represents general engineering perspective in meetings with partner engineering and business stakeholders
- Presents technical demos to broader audience
- Understanding the client program objectives and alignment of operational support activities to meet those objectives
- Facilitates communication with the client and TycoIS internal stakeholders
- Takes ownership for maintaining high levels of customer satisfaction
- Monitoring and providing oversight of projects
- Create Executive-Level Dashboards to report overall Program Health
- Working with the National Account Manager, facilitates regular performance reviews with all key stakeholders

Qualifications for service program manager

- Experience successfully deploying transactional lean, manufacturing lean, variation reduction, Kaizen, and six sigma methodologies
- Strong English communication ability (reading, writing, speaking)

- Lean/Six Sigma Blackbelt or Master Blackbelt certification (preferably earned from a corporate sponsored internal program from a reputable company)
- Direct experience working in a customer or enterprise support services organization
- 8+ years of leadership experience in process improvement