



# Example of Service Program Manager Job Description

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Our innovative and growing company is looking for a service program 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 service program manager

- Escalates to Google Senior Program Manager as needed to ensure jobs are completed on time and in budget
- Regularly evaluates processes and institutes improvements to further drive customer satisfaction
- MAC queue ownership and management
- Interface with sales on a daily basis to ensure jobs are quoted in a timely manner
- Initiation, status management and closure of the program's projects
- Regularly reports on queue status to senior program manager
- Monitor and control project performance, implementing changes as needed to provide continuous improvement
- Lead key business projects to meet overall project objectives and goals
- Monitor status of all work orders in the Proactive Main Replacement program
- Track the movement of work orders in and out of the program

## Qualifications for service program manager

- Knowledge of key business financial metrics
- Experience building balanced score cards or process dashboards
- Knowledge of business intelligence and analytics, including modern business process management (BPM) capabilities
- Demonstrated experience and success at leading cross functional programs and proven ability to influence and lead without direct management authority

- Ability to communicate effectively across a multitude of platforms with remote team members, stakeholders at multiple levels within the organization