



# Example of Service Program Manager Job Description

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Our growing company is looking to fill the role of 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

- Track all costs variations within the plan (projects planned versus walk in)
- Track estimates vs
- Track all actively corroding main for completion within 2 year window
- Track all Large Diameter Lining / CISBOT projects and monitor program costs / activity
- Work with Resource Planning to monitor the process of the work plan and how it relates to regulatory obligations
- Develop regional unit cost information to support accurate estimating of all projects
- Identify and assist in overcoming municipal issues (permitting, etc)
- Develop 5 year replacement plans based upon engineers' analysis and priority scores
- Develop material forecasting process and work with IMWM to ensure adequate material supply
- Develop plan for projects targeted at maximizing elimination of Class 3 leaks to support reduction of Class 3 backlog

## Qualifications for service program manager

- The successful candidate will have a customer focus, a diverse work experience, and a business curiosity/strategic viewpoint
- The candidate should be fluent in standard software, including Excel, Word, and SQL

- 8-10 years physical security experience, including regular interface with general contractors, property managers and client stakeholders
- Excellent leadership skills, min
- Self starter, ability to review processes and instill continuous improvement methodologies, including institution and execution of a formal quality assurance program