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# Example of Client Delivery Manager Job Description

Our company is growing rapidly and is looking for a client delivery manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client delivery manager

* Identify continuous improvement and productivity improvement opportunities – maximize reuse, minimize redundancy, streamline, drive one-to-many approach
* Consultant to both internal and external parties across the broad landscape of end to end implementation in delivering our client’s sustaining solutions for their business needs
* Ensure deliverables are met within scope/timeframe/resource constraints
* Be a change leader - effectively engage and partner with cross-functional teams to deliver solutions on client expectations
* Use your leadership ability to influence and drive outcomes without direct authority, engaging team members in a cross-functional virtual environment
* Manage cross-functional teams in geographically dispersed workforce, including delegation of authority to supporting PMs with broader program-view coordination
* Utilize rigorous logic and methods to solve problems with effective solutions, reach sound business judgment, execute plan and engage mid-course corrections as required
* Analyze root cause issues, problem solve and provide key recommendations for implementation process improvements
* Analyze trends & develop innovative customer-specific solutions in collaboration with cross functional teams
* Create, build and maintain relationships that enhance corporate performance, establishing trust and credibility throughout the organization

## Qualifications for client delivery manager

* Manages the Transformation Management Office (TMO) partnership with the CEC
* 5+ years financial services experience, preferably in the insurance industry
* 5+ years strategy and business case experience
* Degree or equivalent in communication or writing /editorial
* Working knowledge of project management framework (PMF)
* 5+ years client experience roles, service leadership roles or client experience research roles