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# Example of Customer Delivery Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of customer delivery manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer delivery manager

* Creating budget plans in alignment with the above mentioned roadmap and ensure priorities are clear and articulated together with associated risks
* Providing CX guidance to IT&S service owners wishing to redesign their existing, or create new services
* Creating SLA reporting for CX across the wide range of IT&S services and implement tooling as required, to assist with such measurement in order to drive consistency
* Provide enhanced Project or Program management for strategic and complex initiatives
* Solid experience in forward planning a program of work including resource requirements and allocation to projects, measuring, tracking and predicting capacity and conflicts and resolving these to best meet business objectives
* Demonstrated experience succinctly summarising to a steering committee and / or key stakeholder group the success measures, risks, contingencies, decisions required and progress across a program of work
* Ideally conversant with B2B2C and B2C within a financial services/customer centric environment utilising emerging technologies
* Direct management of people is advantageous
* Proven, strong internal and external stakeholder engagement and management skills
* Excellent communication (both verbal and written), documentation, negotiation, organisational and relationship skills

## Qualifications for customer delivery manager

* Effective business acumen and financial analytical skills, tactical planning, budgeting
* Ability to handle multiple projects with competing deadlines
* Customer focused with effective relationship building skills
* Requires frequent domestic and occasional international travel
* PMP-ACP preferred
* Proven track record delivering Regional projects and programs