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# Example of Customer Delivery Manager Job Description

Our growing company is hiring for a 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

* Enjoy working closely with others
* Energy, enthusiasm, and confidence
* Ideally relevant tertiary qualifications
* Documents and contributes towards and maintaining Connections Community which fosters a CX community and houses a repository of CX best practices, innovations and suggestions our playbook and toolkit which the organization uses to design & deliver the desired / intended customer experiences
* Undertake day-to-day performance mgmt
* Introduce playbook to new Supplier and validate that all components are implemented
* Ensure Supplier adheres to SOW requirements, new hire onboarding, billing guidelines, outlier management, call flows
* Lead the service which will show us as delivering an independent, bespoke service to all customers, wowing them at every opportunity
* Revolutionise our service strategy and challenge barriers to allow us to stand out from other tour operators and create fans of Sovereign
* Review service levels on a regular basis to ensure we are listening to our customers’ requirements and exceeding them

## Qualifications for customer delivery manager

* Experience with financial management for both Build and Run (Support) and developing TCO model across Region
* Experience working with and managing multiple software product vendors and delivery partners
* Experience with managing senior stakeholders and developing and presenting at steering committee on delivery status
* Experience creating delivery capability from the ground up and building talented teams including the balance of onshore and offshore model
* Experience / Exposure in managing / operating PaaS or SaaS or Cloud based model
* Strong Problem Solving skills and ability to solve unstructured problem and challenge status quote in particular with the new PaaS model