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# Example of Delivery Assurance Job Description

Our growing company is hiring for a delivery assurance. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for delivery assurance

* A high-performing and diverse team of specialists and generalists talent, sourced from internal and external candidate pools with a clear RACI’s relating to responsibilities for delivering against our critical success factors
* Robust procurement processes and supplier management activities in relation to network delivery systems, tools, contracts and services
* Identify improvement opportunities within the SMB environment
* Provide QA progress reports to Team Leads
* Conduct QA evaluations per client requirements
* Conduct call coaching sessions per client requirements
* Conduct Health Checks for high impact transitions, as requested
* Analyze Customer Satisfaction Survey results & recommend improvement efforts
* Act as Subject Matter Expert (SME) for QA evaluations
* Manage the team of quality technician

## Qualifications for delivery assurance

* The opportunity to work in committed teams that blend in-depth industry experience with high quality consulting expertise
* A transparent career path where your advancement is objectively measured, enabling you to achieve your full potential
* A compelling benefits package that is competitive with the market and designed to reward you for achieving success
* 8 years of experience in project/program management, leading initiatives of increasing size and complexity
* Experience synthesizing information and presenting key themes to senior executives
* Strong relationship management skills including highly developed EQ