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# Example of Delivery Operations Manager Job Description

Our growing company is hiring for a delivery operations manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for delivery operations manager

* Oversee tracking, recording and reporting on the print mail process ensuring delivery of regulatory documents
* Provide guidance, coaching, and training within the LEAN framework (coaching sessions, sit withs, problem solving sessions, huddles, ..)
* Prepare and conduct performance appraisals and annual reviews for team
* Communicating Associate performance feedback through 1-on-1 coaching and feedback sessions, completing performance appraisals, identifying and making available additional training and support based upon individual team member development needs and goals
* Motivating and inspiring team members, both on an individual and team level, with regards to achievement of corporate, business unit and personal goals
* Establish and maintain strong partnerships with external print and mail vendors responsible for the delivery and regulatory compliance of statements, confirmations, tax and prospectus documentation
* Actively analyze vendor performance through daily interactions and quarterly business reviews with the vendor and monitoring service levels and quality
* Lead and manage the establishment of vendor guidelines and practices
* Educate others on the complexity of the regulatory document process and potential impacts to end clients and the firm
* Cross train with Document Manager to include document management and document vendor management

## Qualifications for delivery operations manager

* Manages customer changes requests and other new requirements
* The Operations Delivery Manager role for Finance comprises additional respsonsibilties above and beyond the requirements of a normal team leader role
* Bachelor’s Degree or equivalent required, plus 4 years of work experience in sales and operations
* Key to the role is to manage through others, fostering an environment of cooperation and respect
* Manage the planning, testing, execution, quality control and cost management of regulatory-related customer information
* Manager all applicable audits and reviews including but not limited to SRM’s SIG, SSAE16, E&Y, Internal audit, SEC audits and FINRA audits