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# Example of Delivery Operations Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of delivery operations manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for delivery operations manager

* Work closely with the vendor to deliver monitoring and production controls services within the agreed service levels
* Acts as the first stage of escalation, should these services not be resolvable within the agreed service levels
* Provide project management/direction for Managed Service Providers’ initiatives, monitoring tool upgrades, monitoring tool performance improvements, monitoring tool enhancements/new functionality to address client requirements
* Responsible for process improvements and problem management processes as related to enterprise monitoring services
* Identify opportunities and build best in class program to ensure experience compliance with all frontline channels, mobile first, and digital
* Ensure that the FMO and FSO have clear objectives, and that strong internal relationships are developed with shared services (where applicable)
* Ensure that continuous improvement, speed of delivery, service performance and excellent customer experience are at the heart of all activity
* Continually promote CL1 both internally and externally as the single route for professional and specialist contract interim sourcing for government
* Owner of monthly, quarterly and annual financial targets including Revenue, Contribution Margin (CM), Cash, Past Dues and Op Margin (OM) while supporting Sales for customers in Nigeria
* Partner with the customer, sales/commercial and region in order to help develop and execute strategies for growing the Services & Offshore offerings, sales, and profitability

## Qualifications for delivery operations manager

* Proven ability to deliver high quality products and services on tight schedule
* 3 years or more of Mail Operations Management (Print and Mail Manufacturing)
* 2 or more years of experience supervising electro-mechanical and Software Technicians is preferred, but not 100% necessary
* Strong ITIL mind-set
* Extensive experience in managing outsourced vendors offshore resource management
* Experience with operating with and managing a geographically and culturally diverse global team