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# Example of Delivery Operations Manager Job Description

Our company is growing rapidly and 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

* Provide hands-on leadership and vision to key stakeholders as it relates to the execution of volume forecast models, annual planning
* Lead site-wide performance through the assessment and management of key performance indicators, training, talent development and employee counseling
* Leverage thorough analysis of results and data to consistently seek ways to improve processes, systems, reporting, service and quality standards of the organization
* Perform Quarterly Business reviews in partnership with cross-functional Home Delivery partners and stakeholders
* Account for daily on-time delivery completion, driver performance, inbound trailer scheduling and unloading, and customer order delivery satisfaction
* Provide stellar customer service to our Galleries, Customer Service Teams and all other internal partners
* Maintain continuous interaction, engagement and open channels of communication with customers, partners and subordinates in a courteous and professional manner
* Own all facets of P&L management and accountability including monthly, quarterly and annual reporting to senior staff members
* Routinely audit all operational functions to ensure adherence to outlined SOPs
* Retain oversight of daily cycle counts to ensure inventory accuracy of all products passing through location

## Qualifications for delivery operations manager

* Create operations playbook and integrate into business for consistent project review
* Create a governance forum for employees to voice concerns on project implementation and present those findings to Senior Leadership
* Build relationships with our customers to better understand customer goals and efforts
* Provide input to stakeholders on feature improvements, customers business challenges, and what keeps our customers happy, and what makes them churn
* Track, process, and analyze surveys on feature improvements, customer business challenges
* Work collaboratively with the marketing, product, sales, and customer support teams to develop and promote new initiatives