Downloaded from <https://www.velvetjobs.com/job-descriptions/delivery-operations>

# Example of Delivery Operations Job Description

Our innovative and growing company is hiring for a delivery operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for delivery operations

* Participate in the bug prioritization process and ensure client and business priorities are communicated to engineering team and work with product management and development to ensure timely resolution of such issues
* Create operational plans for how to align the client requests, the Product Roadmap, and digital strategy and lead the collaborative planning and execution of the plans across multi-functional teams
* Establish and maintain regular communications with Leadership regarding Service Quality initiatives, performance, concerns
* Be a member of Connected Solutions Management team
* Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance within these processes, accurate reporting and establishing service improvement activities when required
* Monitor, control and support service delivery
* Champion Service and Support in projects and developing a strong understanding of projects impacting your service area and ensuring service impact is minimised and agreed
* Be accountable for the quality of Service and performance
* Ensure a positive interface between sales, development and client support
* Plan and coordinate the activities of team members in accordance with the business unit’s financial objectives for the delivery

## Qualifications for delivery operations

* Position can be located in Merrimack, NH, Raleigh, NC, or Covington, KY
* Advanced knowledge of Six Sigma, Transactional Lean, Quality Management, and core operations management concepts (Six Sigma Black Belt Certification is a plus)
* Advanced Process Design and Improvement
* Experience with analysis methodologies (service models, financial models, work & process flows, data flows)
* Advanced financial modeling / business analytics
* Computer skills including the use of Visio, Excel and PowerPoint