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# Example of Delivery Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of delivery supervisor. 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 supervisor

* Review and analyze complex auto lease/loans within company guidelines
* Train and coach team members to consistently develop strong contractual/analytical skills
* Review all contract discrepancies and partner with Contract Specialists to correct in a timely manner
* Support the Delivery Operations Manager in recruitment and interviewing of Contract Specialist candidates
* Ensure data quality in multiple record keeping systems
* Select, train, coach, mentor and motivate employees to maximize performance and behaviors
* Monitor and manage daily inventories to ensure adequate staffing and resources are available to ensure performance guarantees and established goals are met and maintained
* Complete administrative tasks such as performance reviews, time and attendance, training requests, system access, move requests, disciplinary actions
* Take a hands-on approach to supervising the operations of the evening and weekend IT Desktop Support team
* Maintain all support processes, workflows and procedures to ensure all IT issues are managed, and that robust escalation procedures are in place

## Qualifications for delivery supervisor

* Experience in a high volume contact center
* Experience in coaching and development of a team
* Ability to analyze operational data and recommend strategies
* Class A Commercial Driver’s License (CDL) is preferred
* Previous Supervisor experience in managing direct reports is highly preferred
* Must be able to analyze customer situations and operational scenarios to determine necessary actions and make decisions or recommendations based on available data and manage to resolution