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# Example of Manager, Service Delivery Job Description

Our company is hiring for a manager, service delivery. 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 manager, service delivery

* Carry out on and off site reviews
* Pre Sales Support where required
* Collaborate with Client and assigned TAM to develop IT infrastructure strategy
* Prepare customer quotes/proposals associated with clients as assigned
* Hold Strategy and Review meetings with assigned clients
* Create and present Recommendations Documents post turn-up for all clients assigned
* Participate in pre-sales activities as requested (Sales Calls, Presentations, Product Demos)
* Attend any marketing and sales meetings, and provide constructive input
* Communicate all issues, escalations and emergencies to appropriate staff
* Occasionally perform billable consultative services

## Qualifications for manager, service delivery

* Empathy and commitment to handle complaints and to deal with service requests jointly with Operations, Product Management and Treasury Solutions/Commercial RM's
* Display leadership skills appropriate to situation
* Ability to organize and lead others who are not direct reports
* Good decision making and judgement
* Supplier ManagementITIL v3 Certification
* Qualified to a minimum of ITIL v3 Foundation (or equivalent)