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# Example of Senior Service Delivery Manager Job Description

Our growing company is hiring for a senior service delivery manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior service delivery manager

* Manage GRG Vendor to ensure optimal performance and improvement of existing processes
* Monitor performance vs service contract and cost / budget
* Constantly monitor SSB performance, identify issues and analyse root cause(s) and develop proactive actions with countries to meet SLA
* Develop indicators (leading/lagging) to identify potential service issues and preventive measures
* Lead and mentor country operation teams (vendor management, claims, analytics, reconciliation) to meet agreed SLA, and Staff Efficiency & Productivity targets
* Review processes and identify areas for improvement and risk control
* Provide operational support to BUs for new initiatives
* Provide coaching and counselling to staff, and improve their skill set
* Provide decision on issues of exception within the scope allowed
* Handle specific projects assigned

## Qualifications for senior service delivery manager

* Strong Project Management skills (8+ years, PMP a plus)
* Desire for candidate to have experience leading the service delivery management of a service or set of services to an enterprise organization
* Experience setting up and/or managing O365 services such as email and instant messaging
* Experience setting up and/or managing boundary services using products like IronPort and FireEye
* Knowledge of Symantec or similar anti-virus platform highly desirable
* Has in-depth commercial and technical expertise, often in a variety of environments