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# Example of Service Delivery Coordinator Job Description

Our company is searching for experienced candidates for the position of service delivery coordinator. 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 service delivery coordinator

* Accountable for the service delivery, including quality (TSQ), costs, availability and escalations
* Responsible for the evolution for his/her service(s) and bring insight to the business
* Accountable for the premium support delivered to the Board of Directors and Executive Board Members
* Benchmark with other Nestlé or non-Nestlé entities having similar needs or service in place to not re-invent the wheel
* Drive onsite IT workplace operations with service provider (linked to the physical site/location)
* Be the onsite business contact for LGO services
* Collect, understand and challenge business requirements
* Ensure efficient use of the GLOBE solutions
* Ordering IT material for HQ entities and for Swiss entities without local IT
* Managing the validation of exceptions for material in HQ

## Qualifications for service delivery coordinator

* The discipline is to be very careful when working around live equipment in the data center
* Facilitate Accounts Payable invoice support and issue resolution with internal clients and external partners
* Administer credit card aging report review for Canada and the US and review cheque usage, including contacting employees with aged items and non-compliant usage
* Represent Canada on Procure to Pay regional/global projects and system upgrades
* Conduct orientation sessions with new hires on relevant P2P and Fleet services
* Ability to manage time and resources to meet multiple demandsStrong communications skills