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# Example of Service Delivery Coordinator Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of service delivery coordinator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service delivery coordinator

* Make all decisions needed, established in cooperation with the Parts & Service Site Board, to reach the Orders/Tenders requirements
* Make a decision about spare parts engineering solutions and choose best parts distribution channel (Central/TSE/Unnumbered)
* Coordinate market request related to design of changes in busses after delivery (CBS PAS)
* Closely cooperate with Aftermarket Project Managers and other Parts & Service Delivery Coordinators to secure full product support delivered via projects and Orders/Tender related activities
* Take an active role in developing future ways of working, with an end user and customer mind set
* Coordinates & completes the tasks/ functions of the contracted services at client location to meet requirements
* Serves as the primary Concentrix IT contact for delivery for that particular center under the leadership of the respective IT SDM
* Consistently provide excellent customer service to the delivery account(s) represent delivery needs and goals within the Concentrix IT organization
* Build relationships with local in country delivery leadership
* Build excellent relationships within Concentrix to deliver exceptional IT service to the delivery – in cooperation with the IT SDM

## Qualifications for service delivery coordinator

* High level organizational skills with a strong ability to multi-task and maintain high quality standards
* Excellent interpersonal skills with an ability to effectively communicate with customers, sales, technical support personnel, and other telecom professionals
* MUST be able to convey information in a logical and professional manner in verbal and written forms
* Strong knowledge and understanding of telecom products and services
* Directing service delivery throughout the region
* Establishing a baseline against which to benchmark performance