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# Example of Service Delivery Lead Job Description

Our growing company is hiring for a service delivery lead. 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 service delivery lead

* Recommend process development based on customer feedback and analysis of the same
* Decision making on any matters relating to improving revenue generation and customer satisfaction
* Effective individual and team time management to meet service delivery
* Motivational leader - Proactive in training compliance and staff career development
* Conduct and follow up performance evaluations at both the six-week and ten-week periods and/or as required
* Assist in the quality hiring and selection process of front liners
* Data gathering - compiling relevant reports on team’s performance and customer feedback
* Facilitation of induction classes as necessary
* Facilitation of client and company required continued education classes to associates, team leads and managers
* Monitor and drive training compliance of front liners, operational and support staff

## Qualifications for service delivery lead

* Preferable Graduate level, or suitable experience
* Systems implementation experience within the consumer packaged goods industry
* ITIL accreditation preferable
* Ability to build and maintain successful relationships across the business, IS community and within the delivery function
* The position requires a proven leader, with 10 years of business/IT experience
* At least 8 years of experience delivering and maintaining large global systems