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# Example of Service Delivery Leader Job Description

Our innovative and growing company is looking to fill the role of service delivery leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for service delivery leader

* Global Process Owner for key talent processes eg
* Reporting to the Customer Service Manager or Supervisor
* Leading and motivating a team of Business Travel Consultants
* Monitor the quality, policy adherence and efficiency of service delivery by the team and assist in their training/coaching and development
* Conduct and engage in monthly and bi-annual review sessions with the team looking at individual performance
* Deliver monthly Consultant Scorecard and quality Feedback
* Ensure all incentive opportunities are optimized by the team
* Be creative in setting key performance indicators
* Achievement of individual sales targets as specified through monthly agent performance review (Scorecard)
* Communication of strategies and thoroughly supported action plans with relevant training/coaching as required

## Qualifications for service delivery leader

* Deep understanding of licensing mechanisms and contracts, including interpreting licensing product use rights
* Deep understanding of Software Asset Management lifecycle processes
* Experience in software procurement, contracts and licensing models
* Experience in data analysis and working with incomplete data sets
* Strong experience in Excel and other typical data analysis tools
* Drive key strategic initiatives focused on improving the end to end processes based out of Manila taking into consideration upstream and downstream processes