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# Example of Service Delivery Manager Job Description

Our company is growing rapidly and is looking to fill the role of service delivery manager. 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 manager

* Responsible for governing service improvement initiatives and drive account specific innovation campaigns
* Engage and mentor direct reports
* And any other responsibility that might occur time to time
* Support briefing and implementing clear prices and service communication of the service product offer relevant to my store in different media
* Monitor and follow up the performance of our assembly and installation service providers, acting on the result and conclusions of the analysis
* Maintain high performing service support functions including IT Service Desk, Desktop Support and VIP Support
* Champion Service and Support in projects and develop a strong understanding of projects impacting your service area and ensuring service impact is minimized and agreed upon
* Day to day line management of reception teams, campus helpdesk and house assistant teams (2 direct reports) ensuring high standard service delivery and the development/training/succession planning for each team
* Complete vendor management of cleaning, catering contractors and document management partners including re-tendering and mobilisations as required
* Responsible for managing support and coordination of internal events as required

## Qualifications for service delivery manager

* Bachelor's Degree or Equivalent in Business, Marketing
* Typically has 3 to 5 years of IT work experience, including 2 or more years managing/coordinating projects
* Must have experience in a customer facing role within the carrier space
* Proven ability to drive relationships with carriers
* ITTL Foundational Certification
* A strong technical mind