Downloaded from <https://www.velvetjobs.com/job-descriptions/service-director>

# Example of Service Director Job Description

Our company is hiring for a service director. 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 director

* Monitor and manage key metrics to monitor the effectiveness of the assisted support teams
* After December 2019, be the primary point of contact with the client for all contractual matter
* Directly responsible for the implementation and successful delivery of maintenance works both self-performed and through subcontractors, as specified in the Project Agreement
* Liaison and coordination with BC Hydro staff in relation to the operation of the facility as detailed in the Project Agreement to achieve execution of key plans and ensure operational readiness
* Management of the Service Period budget
* Management of safety, quality and environmental and energy initiatives
* Accountable for the Facility Budget and ensuring we are meeting all financial targets and performance requirements
* Provide leadership in asset management / life cycle planning
* Management of key performance indicator (KPI) expectations, management of turbine generator and major mechanical equipment sub-contractor
* Extensive and varied reporting

## Qualifications for service director

* Excellent verbal and written communication skills, clear communicator with strong interpersonal skills that is collaborative and able to build strong relationships quickly and communicate effectively across organization functions and levels
* Sharp focus on results and business success, strong business acumen with an affinity to strategic and operational models and processes
* Entrepreneurial attitude combined with a “win-win” approach, enthusiasm and drive to perform
* Pro-active (engaging & impact-oriented) mind set, embracing & driving innovation
* Ability to thrive in a fast-paced environment and handle complexity and remain mature, responsible and calm under pressure
* Experienced leader with a minimum of 8-10 years progressive leadership responsibilities within leading DTC companies, having proven track record in large-scale program management and complex change management trajectories combined with deep broad, cross functional knowledge and thought leadership of the Consumer Service domain and the underlying organizational, process and technological building blocks