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

# Example of Service Level Manager Job Description

Our growing company is searching for experienced candidates for the position of service level manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for service level manager

* Act as the lead strategist for the print and design operations
* Provide industry insight on emerging communication technologies, workflow and trends
* Travel across the HCA West Florida, East Florida, North Florida, and South Atlantic divisions to develop and manage relationships with the key Customer stake holders
* Responsible for delivery of service for a large, regional, global and/or national client(s)
* Provides a focus client retention
* Provides expert problem management support to the most difficult, high profile client issues and ensures root-cause analysis is conducted and a corrective action plan is followed through with any learning applied for future benefit
* Takes a strategic perspective to anticipate future challenges within the industry and identifies the implications for service delivery, including likely future capability and resource requirements
* Maximizes same account growth opportunities
* Defines requirements for new services in line with GDO strategy
* This position will be responsible for the overall process work streams within the CS Replatform Project (CSRP), Customer Interactions, Billing Usage, Credit and Collections, Payments and Products and Programs

## Qualifications for service level manager

* Verification of fixed assets and compilation of fixed asset registers
* Compilation of Annual Financial Statements and performing group consolidations
* Bachelor’s degree in Business Administration, Computer Science, Engineering (or equivalent in knowledge/experience)
* Significant IT Service Level Management of large scale global ERP
* Responsible for ownership of CSRP’s strategic objectives, operational priorities and plans to ensure realization of strategic objectives
* Accountable for making decisions on key business direction and activities which may have a direct, operational and financial impacts on Customer Service, indirect impact on other departments (Finance