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# Example of Service Level Manager Job Description

Our innovative and growing company is searching for experienced candidates for the position of service level 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 level manager

* Recruits, develops, and retains IT managers and individual contributors
* Understands the competitive environment
* Sets and communicates business direction at all levels
* Delivers results for high-level internal/external partners
* Leads highly complex and/or major business impact initiatives
* SLS – DP performance, on time delivery, Fraud prevention
* Own Escalation management and resolution
* Provide feedback to Product management to make improvements to Am Flex SLS program
* Management and monitoring of system- and customer services for the Payment & Risk Business (IaaS/BaaS)
* Create, improve and maintain service related processes and agreements

## Qualifications for service level manager

* Ten years of experience managing, supervising, or leading an organization, group, or teams within a planning and operational function
* Experience with strategic planning having large impact on the organization, developing assumptions for annual budgeting and prioritizing strategic initiatives
* Experience with managing sourcing efforts and or managing vendors
* Customer service in operations or back office support/technologies
* Data mining and migration (SSIS )
* Specify and review reporting requirements, modelling and testing needs (Capacity Management)