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# Example of Services Delivery Job Description

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

## Responsibilities for services delivery

* Identification of risks and opportunities for process improvements
* Attain quarterly PS revenue targets
* Support Revenue Management, which includes achieving revenue targets (Still To Go reports), revenue forecast accuracy and delivery, and clean revenue recognition, support our priority accounts program (Red Accounts) through collection and reporting on these accounts
* Track, analyze and report ESC statistics related to employee and manager inquires, issues, questions
* In collaboration with ESC Management, establish internal operating procedures, to include metrics, service levels, escalation paths, , to ensure consistent operations and performance
* Manage service providers responsible for level 1 and level 2 operations across a large user base in the Americas, while regularly performing reviews against contractual obligations
* Translate contractual documents into a technical delivery model
* Seek opportunities for services improvements and optimization
* Research and understand the business requirements and challenges and respond to them accordingly
* Ability to work with global remote teams and communicate effectively in a matrix environment

## Qualifications for services delivery

* One year of program or project management experience
* One year of client relationship management experience
* Demonstrate understanding of the complexity of software implementations as a result of previous personal experience and apply past experience in assisting current team in achieving their objectives
* Previous experience developing and executing a business plan
* BA/MA degree and ideally 5+ years of experience in HR
* At least 3 years of experience in a managerial role