



# Example of Delivery Team Leader Job Description

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Our growing company is hiring for a delivery team leader. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for delivery team leader

- People Management of all Field Service Engineers (FSE) of the district
- 50% of the time will be spent in the field working on technical repairs in various modalities
- Minimum experience, at least 5 years' project installations / service delivery management
- Proven track record of managing teams under high pressure
- Strong customer management
- Manage the operation of the PG Programme Delivery team, undertaking planning, organising and delegating work, monitoring progress and intervening as required
- Coach, mentor and motivate a team of travel professionals
- Maintain a current agent skill set
- Involved in the resolution of high level customer complaints, as first point of escalation
- Ensure that all net fare sales opportunities are optimised by the team

## Qualifications for delivery team leader

- Working on a variety of projects as Senior Project Manager/ Project Manager or task manager / leader
- You will have excellent technical and communication skills along with experience of undertaking a range of projects involving vehicle and / or pedestrian flow analysis and macro and/or micro-simulation modelling
- You will have knowledge on relevant industry standards and guidance

Also, knowledge of some of pedestrian micro-simulation modelling software such as LEGION, VISWALK, etc will be desirable

- You will be able to demonstrate strong business development and team leadership experience
- Ability in dealing directly with clients and client relationship management, ability to engage and influence at a senior level within client organisations