



# Example of Delivery Team Leader Job Description

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Our company is growing rapidly and is hiring for a delivery team leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for delivery team leader

- Be able to write department orders, monitor ordering, and supervise stocking and receiving with latest tools and technology/automated ordering systems
- Assist the Home Delivery & Carts Manager in meeting or exceeding the P&L objectives
- Ensuring the Service Desk and Desktop Support teams are actioning requests for technical assistance as per Service Level Agreements
- Ensuring that the highest standards of customer service are maintained by the teams at all times
- Acting as an escalation point for any escalated technical queries
- Monitoring and reporting on the performance of teams against Service Level Agreements
- Ensuring the ongoing mentoring and professional development of staff through regular performance reviews and training
- Provision of technical support to our Executive business group
- Managing the workload of support staff via the IT Service Management platform
- Coordinating continuous improvement initiatives throughout the Service Delivery team

## Qualifications for delivery team leader

- As an internationally operating company we expect good German and

- 2-3 years commercial related experience is a must
- Able to work and reprioritize within a changing environment and cope with ambiguity
- Excellent communication skills, both written and verbal, at “Head of” and “Sales Director” level with customers and internally
- Strong analytical decision making skills, including the ability to balance conflicting interests and make decisions based on incomplete or unreliable information