



Example of Service Delivery Leader Job Description

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Our growing company is searching for experienced candidates for the position of service delivery leader. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for service delivery leader

- Assist the Travel Consultants in using their knowledge of the in-house web-based booking tool and customer questioning skills to identify opportunities to achieve 'best value' from client spend
- Leading, motivating and developing a team of Corporate Travel Consultants
- Monitor the quality, policy adherence and efficiency of service delivery by the team and assist in their training and development
- Assist the Corporate Travel Consultants in using their knowledge of in-house web-based booking tool and customer questioning skills to identify opportunities to achieve 'best value' from the clients spend
- Conduct monthly and bi-annually review sessions with the team looking at individual performance
- Possess a clear understanding of Egencia's preferred supplier policy, using judgment and selling skills to promote suppliers wherever possible
- Achievement of individual and team annual sales targets
- The Service Delivery Leader undertakes both commercial and service delivery management of large on-site deals for Outsourcing
- Manage the operational delivery for the team
- Work on the strategic roadmap to understand end to end linkages and drive transformational improvements

Qualifications for service delivery leader

- Must have excellent communication, cross-cultural experience and

- Should be tenured for a minimum of 18 months at Band 30 and 12 months at Band 35 in the current role as on the date of application deadline
- Takes initiative to identify current and potential problems and determines the best solution
- Relevant understanding of the Security Administration industry
- Strong knowledge of operational procedures, workflows and policies for most customer/user groups for platforms such as Legacy, Triumph
- Strong software skills, which include the Microsoft Office suite of products