



The Delivery Manager role is to handle the project delivery and escalations for the project.

Job descriptions for you to understand the role better:

Delivery Manager:

1. Experience in managing a large team and handling personnel issues
2. Proficient to advanced in Service Operations and ITIL processes
3. Presents monthly reports on performance as requested by the Chief Executive Officer.
4. Proficient with Service Level Metrics and basic Statistics
5. Demonstrated personal leadership; able to surface and escalate issues, as needed
6. Strong written and verbal communication skills
7. Defines and recommends objectives in area of Operations. Develops specific short-term and long-term plans and programs for the team
8. Coordinates and collaborates with other departments of the corporation in establishing and carrying out responsibilities.

MANAGEMENT RESPONSIBILITIES:

1. Establishes objectives and procedures governing the performance of assigned activities. Issues specific annual objectives to immediate subordinates and reviews objectives of the Operations management.
2. Directs, monitors, and appraises the performance of units immediately reporting and provides the necessary coordination between activities.
3. Identifies training needs, initiates development of subordinates, recommends effective personnel action.
4. Maintains appropriate communications within area of responsibility.
5. Keeps employees informed as to company/department plans and progress.
6. Coordinates activities of assigned units with those of other company units. Seeks mutual agreement on problems involving coordination.
7. Consults with all segments of management responsible for policy or action. Ensures compliance within area of responsibility.

ADDITIONAL RESPONSIBILITIES:

1. Assumes other activities and responsibilities from time to time as directed.
2. Provides orientation and on-the-job training for subordinates and ensures that the authority and responsibility for each position are defined and understood.