

Service Delivery Manager

Job Summary:

A service delivery manager identifies a client's needs and oversees the delivery of the services within the context of the business. The foundation of this position is establishing processes to provide consistently high levels of customer service in a cost-effective manner. Service delivery manager manage a team and oversee all employees within the service delivery department. The role is well- suited to people who have a passion for providing excellent customer service, who possess strong interpersonal and leadership skills, and who enjoy working as part of a team.

Job Responsibilities:

- Single point of contact for the client, account manager and other organization division in service delivery matters;
 - Dealing with account manager and client on the completeness and accuracy of the information needed for service delivery.
 - Project manages end to end service delivery cycle from customer's order to customer acceptance.
 - Lead and manage internal and external stakeholder to ensure details of the delivery is within customer's expectation.
 - Programming of daily Work Order assignment to Field Engineer/Service Installer.
- A key part of the role of is to establish and refine delivery processes. The goal of streamlining these processes and procedures is to ensure that each customer gets the same great experience from the initial stage.
- Responsible for building partnerships and liaising with team leaders to determine services, the criteria for the delivery of those services, and how to develop solutions to any issues that arise.
- To ensure that processes are efficient and cost-effective and find ways to reduce costs without affecting the overall customer experience, such as by removing paperwork from administrative tasks or removing unnecessary steps in the process.
- Oversee employees in different stages of the delivery process, even though they may not be their direct line manager. Holds accountability all service departments and employees within these teams accountable for carrying out the required processes and tasks and providing great customer service.

Job Requirements:

- Computer Skills
The administrative side of this role requires good computer skills to analyse data and create reports.
- Communication Skills
Possess strong interpersonal skills, which enables them to communicate with their team, give clear instructions, and provide great customer service.
- Teamwork
To work well as part of a team, to take on tasks during busier periods to help colleagues, and to be of assistance or offer guidance to other members of staff.
- Detail-Oriented
This position requires analytical skills and the ability to interpret information from numerous sources to prepare and present reports. For this aspect of the role, being detail- oriented and able to find focused solutions to business problems is useful.

- Leadership
Have strong leadership skills in order to motivate and lead their team effectively and to ensure that junior employees have the knowledge they need to do their jobs well.
- Proactive, self-motivated with attention to detail and independent.
- Excellent organization, communication and interpersonal skills.
- Candidate must possess at least a Bachelor's Degree, Post Graduate Diploma, Professional Degree, Computer Science/Information Technology or equivalent.
- Minimum of 5 years of experience in the related field is required for this position under Service Delivery, Systems and/or Network Engineering or in Telecommunication Service Provider sector.
- Proficient in verbal and written communication in English and Bahasa Malaysia.
- Applicants must be willing to work in Cyberjaya, Selangor.
- Professional certification will be an added advantage.