**Service Delivery Manager**

The Service Delivery Manager role at Salient is responsible for coordinating, tracking and ensuring successful delivery on all service projects for our clients. The role's main priorities are improving service delivery performance, meeting customer expectations, and driving future demand. Identifying and highlighting positive and negative service delivery outcomes early in the process, reporting with advice to the corresponding department manager on any significant issues identified and facilitating teamwork are all important management responsibilities in this role.

To perform this position successfully, an individual must be focused on the client's 'customer experience' and sensitive to their perceptions around delivery and outcomes, and effectively communicate expectations between Salient and the client.  The requirements listed below are representative of the minimum knowledge, skills and/or abilities required.

**Education/Experience**
- Associate or Bachelor's degree in Business or a related field
- 3-5 years of experience in Project Management or directly related area

**Primary Duties & Responsibilities**:
- Ensure the Salient client services team's processes and tasks are carried out resulting in client adoption, client satisfaction and repeat business from clients.
- Work with Salient's team managers on escalation of known issues to address timeline and customer experience problems.
- Assist with change-management and process optimization goals related to areas like providing a more 'SaaS' experience for clients where their solutions are monitored, pro-actively upgraded and smoothly running hands-off for the client's IT staff.
- Provide accurate and regularly scheduled reports to Salient's management on performance of the service delivery.
- Make sure billing communications are completed as each agreement hits the established billing points.
- Develop a deep understanding of projects to gain insights into the scope of service delivery.
- Building strong relationships with teams and stakeholders to enable effective dialogue exchange between departments.
- Demonstrate a positive, encouraging attitude in internal and external communications even when aware of and needing to address service delivery problems.

**Preferred Skills or Knowledge**
- Good computer skills and the ability to use business support software.
- Strong leadership, customer service, project management, and quality control skills.
- Good resource planning skills.
- Proficiency coordinating and leading virtual teams
- Ability to manage and prioritize tasks efficiently
- Solid problem-solving skills

**Technical Skills**
- Advanced skills in MS Office, especially MS Word, MS Excel and Power Point
- Advanced Jira Skills
- Basic MS Teams, Confluence or related organizational tools for project tracking
- CRM tool proficiency

**Measures of Performance**
Customer satisfaction, overall system utilization and adoption, ability to work productively without close supervision. Accuracy and consistency of reporting and advice around our service delivery process.  Ability to improve our service delivery inclusive of positively influencing morale and company pride in our contract execution between the various departments involved with service delivery.