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Service Delivery Manager

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Company: Hapag-Lloyd

Location: İzmir

Category: other-general

Ready for a New Challenge? We're Hiring!

Our dedicated team around the world ensure a seamless service for all our customers, including worldwide door-to-door transportation solutions. Local expertise and commitment are our core values and enable us to support our customers, anytime anywhere.

To be part of our dynamic and passionate world, we are looking for a **Service Delivery Manager** who will be working in our **Global Capability Center Izmir** office.

Minimum Qualifications

Bachelor's degree in related fields.

Resident in Türkiye.

Min. 5 years of experience in a leadership role.

Verbal written and communication in English.

Expertise and familiarity with business tools like MS Excel, Qlikview.

Familiarity with Power BI will be a plus.

Knowledge of additional skills like R and Python will be an added advantage.

Ability to comprehend data and provide meaningful business insights.

Committed with a positive attitude.

Flexibility on working hours and days depending on the business need.

Essential Functions

Reporting to Service Delivery Director in Izmir.

Good knowledge of the shipping and logistics domain.

Be able to Meet & Exceed organizational targets consistently.

Contribute actively ideas and suggestions to improve the process.

Be able to identify issues/patterns in the process and advice solutions for Continuous Improvement.

Collate and report standard operational and quality metrics to the management on a weekly basis. Take action on an ongoing basis to identify deviations from standards and initiate actions to address the same.

Work collaboratively with the offsite locations & regional offices to anticipate and understand customer expectations and satisfaction levels and translate that knowledge into process improvements /changes in order to improve effectiveness.

Be able to record and maintain required data in the respective database/excel sheets/tools as required.

Perform all activities related to the profile with high accuracy and integrity.

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