

**Job Description:** Minnesota Thermal Science, LLC.

**Title:** Service Delivery Manager

**Department:** Operations

**Reports to:** Operations – Service Delivery

**Job Objective:** This is a critical client facing role focused on the quality, on time and on-budget delivery of Minnesota Thermal Science reverse logistics services. The role requires a blend of strong communication and client management skills, detail oriented project management capability and a good understanding of the logistics/transportation industry. This growing segment of our business should provide the right candidate with many opportunities for advancement.

- To manage the performance of reverse logistics services to clients as agree to in contracts and ensure that service levels are met and client's expectations exceeded.
- Ensure project budgets (revenue/costs) are adhered to.
- Build and lead the execution of complex reverse logistics services deployment projects.
- Assist in the development of standard and client specific service level agreements. Also build and manage service level agreements (SLA's) for contracted services.
- Responsible for managing the reverse logistics service delivery team and coordinating with external delivery partners..
- Assist in securing internal and external services delivery resources needed to execute the deployment plan.

### **Additional Responsibilities:**

- Develop and maintain a clear understanding of MTS's thermal shipping technology and its application in our client's cold-chain logistics environment.
- Have a detailed working knowledge of MTS's Encore reverse logistics software application and provide input for the ongoing enhancements of the application based on client requirements.
- Understand current MTS services offerings and assist in the development of additional offerings based on client requirements.

### **Qualifications:**

1. A bachelor's degree in business or a technical/industrial engineering field. Graduate work in logistics, project management or related field a plus.
  2. At least three to five years of business experience in logistics and complex project management, and/or the life science industry. Client facing service delivery experience is preferred.
  3. Superior presentation, communication (written and oral) and analytical skills, plus demonstrated skills to handle a variety of assignments and details simultaneously. Client facing communication and management skills are a must.
  4. Ability to work under deadline pressure and extra hours if needed on assignments. Need the ability to travel 30% or more.
  5. Transportation, regulatory and compliance awareness, FDA and life science experience is preferred.
  6. Working knowledge of Microsoft Office, Outlook, Excel, PowerPoint and Microsoft Project. PMI Certified a plus.
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