GARDAWORLD
Careers

Bilingual (EN/FR) Service Delivery Manager

Reference	1351583600
Work locations	Ottawa (Ontario, Canada)
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The position

Are you ready to lead, innovate and raise? Are you taking advantage of the challenges at the front and having a talent to inspire teams? If so, GardaWorld is looking for a knowledgeable bilingual service delivery (EN/FR) leader to direct our ship to new horizons.

As a bilingual service delivery manager (SDM), you will lead our operational effectiveness, lead strategic initiatives and ensure seamless day-to-day functions. From optimizing processes to promoting a culture of innovation, you will play a central role in our ongoing success.

Job Responsibilities

- Conduct and manage day-to-day operations to achieve productivity objectives and quality standards.
- Develop and implement simplified processes to increase efficiency.
- Collaborate with inter-functional teams to synchronize efforts and optimize resource allocation.
- Monitor performance measures, analyze data and implement improvements to improve operational effectiveness.
- Promote a culture of teamwork, accountability and continuous improvement among team members.
- Resolving operational challenges quickly and effectively, ensuring minimal disruption of operations.

Required qualifications

- Post-secondary education or equivalent work experience.
- A minimum of 1 to 3 years of direct management experience.
- Conversationally fluent in English and French.
- Strong leadership skills with a track record of building high-performing teams.
- Exceptional analytical and problem-solving capabilities.
- Excellent communication and interpersonal skills.
- A strategic mindset with the ability to drive results in a dynamic environment.

Employment Details

- Employment Type: Permanent
- Salary: $70,000 - $77,000
- Location: Ottawa International Airport (YOW)

If you're ready to roll your sleeves and dive into an exciting opportunity, we want to hear from you! Apply now and build something incredible together!

Accommodation is available upon request to support your participation in all stages of the recruitment process.

No artificial intelligence (AI) tool is used for the selection or selection of candidates.

This assignment is for a position currently vacant within the organization.

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Search for reference 1351583600 on the Canadian GardaWorld careers portal.

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