



**PROTECTIVE
SECURITY**

Customer Service Delivery Manager

Career level



Salary & Benefits

Your starting salary can vary because of factors like level of experience, training, or location. Your salary as a Full Time Customer Service Delivery Manager will increase over time as you build skills, knowledge and experience.

Weekly Pay: \$2,100 - \$2,500

Annual Pay: \$110,000 - \$130,000

Hours per week: 38



Job Description

As a Customer Service Delivery Manager, you will be responsible for overseeing the efficient delivery of security services to our clients. You will collaborate with various internal departments and external stakeholders to ensure that all security services are implemented and executed effectively.



On the Job

Among the day-to-day job responsibilities include:

- Managing a team of security professionals and ensuring they are properly trained and equipped to deliver high-quality services.
- Collaborating with clients to understand their security needs and developing customised service solutions.
- Coordinating and implementing security measures, including access control systems, surveillance systems, and incident response protocols.
- Monitoring and assessing the performance of security services, ensuring adherence to established standards and addressing any deficiencies or gaps.
- Conducting regular site visits and audits to evaluate the effectiveness of security measures and identify areas for improvement.
- Managing relationships with third-party vendors and subcontractors, ensuring they meet contractual obligations and service level agreements.
- Staying updated on industry trends, emerging technologies, and best practices in security service delivery to enhance service offerings.
- Providing regular reports and updates to senior management regarding service delivery performance and key metrics.



Entry Qualifications & Training

Given your role will be to lead a team of security officers who are responsible keep people and things safe, your employer will need to know you're a safe bet to hire. That's why you'll need to obtain a Security Licence to work as a Customer Service Delivery Manager. To qualify for a licence, you'll need:

- ITIL V4 Certification
- Prior experience in a service-delivery role



Career Progression

With time and experience as a Customer Service Delivery Manager, you could progress to a leadership role such as a Chief Information Security officer or Director of Security operations.



Experience & Skills Required

Your past security experience as a Customer Service Delivery Manager, will help your CV stand out to an employer. Other useful skills to highlight to your employer when applying include:

- Strong knowledge of cybersecurity principles, practices, and technologies.
- Deep understanding of security frameworks and standards, such as ISO 27001, NIST, and CIS Controls.
- Extensive experience in managing security service delivery for large-scale organisations.
- Proficiency in managing and coordinating multiple security projects simultaneously.
- Excellent leadership skills to effectively manage and motivate a team of security professionals.
- Strong analytical and problem-solving abilities to identify and address security risks and vulnerabilities.
- Exceptional communication skills to interact with stakeholders at all levels of the organisation.
- Ability to collaborate with cross-functional teams to ensure the integration of security measures into various business processes.
- Knowledge of emerging trends and technologies in cybersecurity to stay ahead of evolving threats.
- Familiarity with regulatory requirements and compliance standards specific to the industry.
- Experience in incident response management and handling security breaches.
- Proficient in conducting security audits and assessments to identify areas of improvement.
- Understanding of risk management principles and the ability to develop and implement risk mitigation strategies.
- Strong project management skills to ensure the timely and successful delivery of security services.
- Knowledge of security monitoring tools and techniques for detecting and responding to security incidents.
- Continuous learning mindset to stay updated with the latest advancements in the field of cybersecurity.

Getting Started

Customer Service Delivery Manager jobs are advertised under different job titles and can be found on online jobs or directly by employers. When looking on job boards, look for the following types of job:

Customer Service Delivery Manager

Useful Organisations and Links

- **ASIAL**
asial.com.au
- **Security Licensing Information**
asial.com.au/security_licensing_information
- **Security Training Requirements**
training.gov.au/Training/Details/PPP
- **ASIAL Contact Information**
1300 127 425
contactus@asial.com.au



Contact ASIAL

Security Industry House,
41 Hume Street, Crows Nest NSW 2065
1300 127 425
contactus@asial.com.au
www.asial.com.au

Supporting members, promoting standards and safeguarding public interests.



Find out more: www.asial.com.au/careers