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# Example of Account Manager Client Service Job Description

Our growing company is looking to fill the role of account manager client service. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for account manager client service

* Prepare and coordinate Service Quality Reports and use the data to understand and analyze client's payment activities, patterns and provide operational efficiency recommendations
* Ensure disciplines are maintained in recording client interactions in Service Portal for all client interactions and within specific targets
* Achieve and maintain high levels of Client Satisfaction (as per defined targets)
* Collaboration across teams, business partners and stakeholders to drive solutions for clients
* Provide client training on product functionality, operating procedures, payment formatting best practices
* Participate in service delivery initiatives and client management/handholding
* Provide back-up customer service function to team members when required
* Conduct regular reviews of the country CS&I process and procedures
* Ensure that client issues are escalated appropriately
* Oversees completion of internal tasks such as Benefit Administrative Review submissions, implement new products, and initiatives, such as Telehealth, creating Client Specific Plans

## Qualifications for account manager client service

* Experience in cash management
* Team player and able to develop and mobilize internal networks and resources
* French linguist
* Reporting and escalation of all client issues/needs to Sales and Management, encouraging teamwork in order to attain business goals
* Networking with key partners from operational areas to leverage efficiency, maximising the impact of ideas and achieve targets
* Client servicing/Client relationship management experience in the financial sector