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# Example of Client Delivery Manager Job Description

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

## Responsibilities for client delivery manager

* Perform and review quality assurance functions for standard reports including a regular review of Client standard web based reports in concert with applicable staff
* Analyze Client trends using reporting tools
* Assure proper contract completion for various plan elements such as
* Troubleshoot and resolve Client issues and anticipate possible problem areas
* Consults with stakeholders, business/IT leadership, and others to understand objectives, prioritize business goals and information needs, and drive results and best practices related tothe project
* Identify Service Improvements, formulate plans and deliver improvements to increase client’s satisfaction
* Track performance to contracted service definitions and service level agreements and take corrective action where needed
* Establish the relationship with the client, agree the points of interaction and escalation, manage the services budget and ensure the continuous delivery of the service according to the SLA
* Initiate and run service improvement plans to resolve delivery challenges affecting assigned portfolios
* Interface with the Change Manager and represent the needs of the assigned portfolio in relevant Change Approval Boards (CAB)

## Qualifications for client delivery manager

* Reviews and signs off all NT invoices and
* Obtains client approval to pay NT invoices
* Provides support to Relationship Managers
* On client fee billing process
* The ideal candidate will hold at least 3years’ experience in financial servicing preferably in trust or asset servicing
* Analytical and information gathering skills