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# Example of Client Operations Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of client operations. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for client operations

* Ensure activities meet with, and integrate with, organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care
* Maintain effective communication with clients and internal teams to assist smooth running of every project
* Ensure that all communication, internal and external, is undertaken in a timely, consistent and professional manner
* Portfolio operations central point of contact for OCIOs and the investment team
* Extension of client staff for all portfolio operations tasks and inquiries
* Problem resolution and supplemental analytics for client portfolios
* The individual needs to understand the day-to-day the high level Target Operating Model structures
* Generate mass mailings, and copy/file as needed
* Assist in resolving payroll and Concur issues
* Generate/review and distribute reports per contract requirements

## Qualifications for client operations

* Thorough understanding of the ticketing industry essential
* Good understanding of Microsoft Office Suite essential, including Access and Project
* BS/BA with two or more years of experience in the financial services industry
* Proficiency with Microsoft Excel and familiarity with other Microsoft Office software
* Transversal knowledge of the services and products of the corporate and investment banking sector
* Proficiency in Excel (pivot tables, v-look up and basic calculations)