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# Example of Client Operations Job Description

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

## Responsibilities for client operations

* Sponsoring , executing and communicating on key projects that provide automation improvement, efficiency gains in production and quality
* Provide leadership and coaching to the management team
* Establish and maintain professional and productive relationships with various internal departments (including the Incident Management teams)
* Take responsibility for the quality of client service & contracted deliverables to assigned client (s)
* Agree goals, monitor and appraise the performance of team - providing regular formal and informal feedback ensuring the PPR system is updated within corporate deadlines
* Establish and maintain good working relationships with clients, third parties and colleague, communicating effectively through formalised reporting and ad-hoc liaison
* Ensure effective logging and resolution of inquiries and liaise with appropriate parties to resolve/escalate queries / problems within agreed timescales
* Effectively liaise with other Operations Client Service team members, Commercial, Product, Research Sciences, and other support groups to ensure ultimate resolution and communication of inquiries
* Manual updates to RxClaim, and updates to RxClaim via macros
* Set department goals and provide guidance to the team to successfully achieve the goals

## Qualifications for client operations

* Primary Degree or a Professional or Accounting qualification or equivalent
* Significant experience working in the provision of fund administration services
* Understanding of sourcing information from various data sources,(Bloomberg, Factiva, Lexis Nexis ) and in several cases utilizing financial reports and audited statements for such purposes
* Ability to recognize issues and troubleshoot appropriately
* Excellent team player, - able to work collaboratively in a team and a matrix organization towards achieving collective goals
* Lead client account issues resolution and communicate resolutions and explanations to internal commercial teams and any other functions required