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# Example of Client Service Account Manager Job Description

Our innovative and growing company is looking to fill the role of client service account manager. 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 service account manager

* Diagnoses root causes of service issues
* Collaborates with Client Executives (CEs) to develop client reports
* Must understand and manage customer expectations and service needs by building and maintaining positive relationships (both internal and external) and by delivering quality service
* Manages all service related issues on assigned book of business
* Ensures the timely and accurate delivery of client communications (correspondence, network and product updates, fulfillment materials, ID cards)
* Models UHG’s principles of integrity and compliance
* Creates customer specific presentations and trains vendors for OE meetings
* Represents OptumHealth Client Services in client presentations and health/benefit fairs
* Effectively manage customer accounts (which may include Rx, Medical, MHSA, Financial Accounts (HRS, HSA)
* Ensure timely and accurate delivery of client communications

## Qualifications for client service account manager

* Execute daily client activity, oversees transaction processing, and assists clients and internal partners with service requests
* Timely resolution of all queries, and if necessary to work with the relevant departments to understand the root cause and to provide assistance to help avoid reoccurrence of problem
* Work with Relationship Manager and Sales team to develop a clear understanding of client and prospect requirements, and identify service efficiency enhancements, process improvements, and service delivery using creative and proactive measures, updating procedure documents where appropriate
* Support the Relationship Managers and Sales Team in any adhoc requests that may pertain to existing client or prospect needs
* Participate in internal and client meetings where appropriate, providing expert views on all items relating to the account administration function
* Prior knowledge of investment operations and accounting systems is preferred