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# Example of Client Service Delivery Job Description

Our company is looking for a client service delivery. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client service delivery

* Daily review and oversight of all Fund Asset Accounts and applicable break and balance reporting to internal and external stakeholders
* Preparation and/or review of daily Investor Money Reconciliations and Daily Calculations for all Investor Money Collection Accounts, including Immediate escalation of any Shortfall or Excess amounts resulting from the Daily Calculation
* Breach reporting including instances of Shortfalls, Delays to or non-completion of obligations, Aged reconciliation breaks
* Liaison with other Client Delivery (OSD team) Dedicated Client Leads in Investor Relations and Transfer Agency in relation to Cash reconciliation items impacting their clients
* Point of contact with Fund Accounting
* Participate in operations fast board meetings and ensure intraday communication with all back office processing teams to ensure seamless service delivery
* Act as the primary client facing transfer agency subject matter expert
* Continuous Review - Identify core weaknesses in any aspect of service delivery
* Own the process and any actions end to end to fully resolve inquiries consistent with client SLA
* Work with line-management on ad-hoc projects and initiatives to ensure agreed client service levels are met

## Qualifications for client service delivery

* Regulatory Knowledge in relation to Fund Asset Regime/ Investor Money Relation and advantage
* Ability to multi-task, manage multiple deliverables and meet deadlines
* Get up and go attitude
* Knowledge of FA, TA, Custody
* Self-starter / confident and outgoing
* Fluent English, other languages considered an advantage