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# Example of Client Service Delivery Job Description

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

## Responsibilities for client service delivery

* Develop solutions based on client’s business requirements and/or internal operational process gaps
* Technical knowledge of Fund Administration service delivery
* Daily review the assigned client’s request pipeline and keep up to date with the latest status of each request
* Collaborate with all teams to clarify and escalate as necessary to complete the work with a sense of
* Collaborate with all teams to clarify and escalate as necessary to complete the work with a sense of urgency
* Assist management in planning the request execution sequence based on the client's need, timing, and priority as defined within the contractual Service Level Agreements, (SLAs) and understand and track contractual SLAs for each assigned
* Align all the production changes with internal release management
* Provide IT support to Account Management regarding client related questions and issues
* Proactively communicate and take ownership of internal, external, senior, and executive escalations and inquiries
* Own and drive the client’s ticket escalation process to address concerns constructively in a timely manner

## Qualifications for client service delivery

* 5 years of Program or Department Management experience required
* Experience interpreting data and gathering insight based on the results
* Ability to create and deliver executive level presentations on program progress and success
* Proven ability to communicate effectively across all levels of an organization
* Proven ability to use influence, rather than positional authority, to drive change and get results
* Experience leading cross-functional process improvement projects and activities