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# Example of Client Service Manager Job Description

Our innovative and growing company is looking to fill the role of client service manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for client service manager

* Respond to client inquiries, research client issues, resolve service issues/errors, and demonstrate proactive, solution-based approach to enhance client relations
* Analyze client requests versus JHRPS policies, procedures and best practices
* Negotiate services with clients and provide alternative solutions
* Identify billable services
* Demonstrate full understanding of the client and their plan document
* Ability to interpret and coordinate client requests and ensure all legal, consulting and compliance issues are addressed in a professional and timely manner
* Implement new products, services and legislative changes as required
* Complete client related projects in an accurate and timely manner (QDIA, Plan Administrative Changes, Plan Enhancements)
* Ensure client requests and enhancements are within the appropriate Optimal Business Model and follow related Best Practices
* Ensure client is utilizing Client Access optimally

## Qualifications for client service manager

* Take direction from and meet the needs of the sales person assigned to accounts
* The ideal candidate will have a minimum of 5 years as a manager within the fund administration industry, ideally within private equity
* Possess strong leadership and change management credentials
* Track record of delivering enhanced client satisfaction
* Manage the performance of services to clients as per specified Service Level Agreements
* Provide regular service reports within agreed timescales, and to contractual requirements