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# Example of Client Service Supervisor Job Description

Our innovative and growing company is hiring for a client service supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client service supervisor

* May be responsible for appropriately staffing the Teller line
* Send client thank you notes every day
* Provides excellent customer service by being attentive and respectful
* Bring a data driven approach to everything you do – think about what success looks like based on client goals, digital best practice through to operations and finance
* Find, move and grow opportunities through existing and new client relationships, industry opportunities and cross network partnerships
* Serve as a key escalation point of contact for external clients with regard to daily servicing inquiries
* Work closely effectively with internal departments and develop key internal relationship to ensure timely resolution of client inquiries and improvement of service levels
* Build good relationship with client’s day-to-day counterparts
* Keep track of attendance, daily performance, paid time off, sick time
* Acquire an in-depth understanding of the local subcustodian requirements in assigned markets the implications and consequences if requirements and/or processes are not provided

## Qualifications for client service supervisor

* Engage with each client by consistently offering a friendly greeting, involving the client in a conversation and genuinely thanking the client
* Work with Banking Center Manager to assist in proactively reaching out to current clients
* Two or more years of community service or client service experience
* Two or more years of general office and computer experience
* Must be able to function well with pressure, make decisions quickly and manage confidential information
* Ability to manage large projects, teams, on multiple sizable accounts