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# Example of Client Service Supervisor Job Description

Our growing company is hiring for a client service supervisor. 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 supervisor

* Complies with all Company Policies, specifically, attendance and punctuality
* Attends mandatory employee in-service meetings and/or training sessions, if so directed
* Serve as a key point of contact for external clients with regards to daily servicing inquiries
* Maintenance planning – facilitates detailed maintenance plans to meet contractual obligations
* Account management – from an execution perspective, ensures all contract obligations are met for assigned thresholds
* IBase Administration – drive high quality data for installed equipment
* Service agreement renewals – manage on-time completion and verifies accuracy
* Deficiency follow up – monitors field work orders and develops corrective action proposals
* Supervises, mentors and trains team member through the performance management process (goal setting, one-on-ones, and reviews)
* Oversees the interactions with CSAs and customer for service agreements within the assigned thresholds

## Qualifications for client service supervisor

* Leads the CSR team in accordance with established security safeguards, bank policies and procedures and guidelines
* Responsible for the completion of all compliance training related to the position
* 2 years of experience in the veterinary field preferred
* 3 to 5 years of Custody or Fund Accounting preferred
* In depth knowledge and understanding of alternative funds including various Custody products/duties (securities settlements, Alternatives Assets supervision, Funds Transfer, Cash Monitoring, Accounts set up,…)
* At least three years of professional experience in a recruiting, sales or customer service position