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# Example of Client Services Manager Job Description

Our company is hiring for a client services manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client services manager

* Engaged during Priority 1 issues to help define and communicate the issue and coordination till closure
* Closely work with BAMs to understand business requirement and deliver them
* Working autonomously, maintaining an understanding of the client’s requirements and ensuring all requests are responded to efficiently and accurately
* Confidently calling candidates and working alongside clients building key stakeholder relationships with people at all levels – successfully making 20calls every month to clients
* Ensuring that all reported issues are accurately logged, investigated, resolved and followed up with the client on Salesforce and all CRM Systems
* Managing the clients escalations and ensuring you are providing best customer services at all times
* In-house Learning Management System expert, providing coaching, reporting and troubleshooting activities
* Experience working in a consumer research background and have a strong understanding of consumer research
* Competently managing a portfolio of clients currently in your current role, continually developing and growing strong relationships
* Strong interest and passion for client management, sport and brands

## Qualifications for client services manager

* Strong organizational and project management skills, the ability to effectively juggle competing demands, prioritize appropriately, and oversee multiple tasks simultaneously
* 5 to 8 years of experience managing employees (client services and trust administration teams in a financial institutions preferred)
* Securities Operations knowledge
* Personal trust and estate knowledge
* Banking compliance and regulations (KYC, AML) knowledge
* Ability to manage and prioritize work of a large group of Relationship Administrators in different teams