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# Example of Client Support Manager Job Description

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

## Responsibilities for client support manager

* Keep senior management informed of current and upcoming trends in client concerns and issues
* Develop and maintain risk management procedures for the site and company wide
* Individual projects as assigned by General Manager or senior management
* Support management in new product training and orientation
* Attend Client Digital Application project meetings
* Work with Client Digital Application business owners in training the field as needed
* Main point of contact for Client Digital Application escalations and resolution
* Use insights gained from CSC staff to provide feedback to CSC Client Digital Application business owners as to possible changes/enhancements but also in updating procedures and services that would result in a better client experience
* Conduct regular technical reviews of support provided
* Partner with client managers to develop and embed a contemporary organizational culture, leverage change acceleration techniques to assist in driving broad change

## Qualifications for client support manager

* 5+ years of professional experience, with an aptitude for leading a client support team
* More than 3 years’ experience providing client services in software development industry
* Ability to think strategically while managing multiple projects and multiple clients
* Ability to lead and manage client expectations and work effectively with the internal client support teams
* Must be able to direct the work of others
* Lead a team of 5 or more and foster a strong team spirit