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# Example of Director, Client Management Job Description

Our company is looking for a director, client management. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for director, client management

* Drive regional activation activities to ensure effective support coordination across all CSS support teams, Product organizations, and business lines, and Global Systems
* Lead process to review/enhance a global operating strategy that addresses the client data and KYC operating model, business architecture, communications and effectiveness
* Partner closely with AML to ensure that AML requirements are aligned with the KYC operational policies – have stong awareness of upcoming regulatory initiatives that will influence direction for team
* Provide thought and execution leadership to key client, book and KYC initiatives – ensure activities are aligned to overall strategy and influence change in direction, when necessary
* Identify and manage effective control measures to ensure compliance with both internal and external regulatory requirements
* Define operational optimization opportunities and pursue their implementation
* Represent KYC, Client and Book data activity and value at executive leadership meetings
* Continuously improve metrics management and reporting to achieve high transparency of performance both within team and outside with business partners
* Provide leadership and support to DM executive and senior leadership team in developing action plans and tactical roadmaps for execution of new strategic client data and KYC initiatives
* In relation to our registered funds, accountable for coordinating the resolution of all operations issues with both internal and external parties, particularly with the investment/trading teams, other MSIM support functions

## Qualifications for director, client management

* 3-5 years experience managing operational aspects of data insights delivery and/or loyalty programs
* Familiarity with data insights and solutions including analytical and problem solving skills
* Experience working with clients and managing complex, cross-functional projects to support rollout of new products
* Strong individual contributor with the ability to work at both the conceptual, strategic level and the more granular, implementation level with attention to business requirements and detail
* Experience working with both the business and delivery aspects of products
* Proven track record in collaborating within a high performing team, setting clear priorities with advanced planning, organizational and problem solving skills