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# Example of Director, Client Management Job Description

Our growing company is looking to fill the role of director, client management. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for director, client management

* Ensures Customer commitments are aligned with service delivery capabilities
* With SAE, joint sign-off on any changes to commitments
* Manage and monitor client assignments train the account management staff, new hires and ongoing
* Drive profitability through ensuring Pricing reviews and integrity
* In-depth understanding of the marketplace
* Use quantitative data and analysis to develop strategies
* Create coverage teams across multiple disciplines to maximize the revenue opportunity to MS
* Develop client relationships through in-person visits and phone calls to strengthen our client relationships and proactively manage risk
* Work closely with the Client Partner Team in periodic Account Planning
* The Director over CDTM Client Delivery and Implementation will be responsible for ensuring a risk management culture is actively followed and functioning for the onboarding of all products and services offered through Commercial Deposits & Treasury Management

## Qualifications for director, client management

* Excellent communication skills (written and verbal) with proven ability to influence effectively within and across teams
* Champion the development and socialization of the CM Client Data & KYC strategy
* Work with our business partners to translate, interpret and incorporate Capital Markets’ business strategies into the Client Data and overall DM strategy
* Work in partnership with the CM AML team to translate AML intent and strategy into KYC policies, standards and processes
* Collaborate with the other areas within DM and CM to ensure that appropriate data governance is established and operational around client and book data
* Lead the analysis of existing operating models for KYC, Client Data and Book Data to identify process and structural change opportunities