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# Example of Manager, Client Service Job Description

Our company is looking for a manager, client service. 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 manager, client service

* Provide and/or co-ordinate appropriate representation for Business Operations at Client meetings and due diligence visits
* Manage a team of Analysts who serve as the primary support contacts for all Aladdin tools, analytics and workflows of users across the Aladdin client base
* Oversee day-to-day resolution of client inquiries, ensuring accurate and timely responses and acting as a point of escalation for clients and internal client relationship management teams
* Take ownership and responsibility for clients’ satisfaction in partnership with other client facing teams across the Aladdin Business
* Serve as a point of escalation across the team for specific product areas within Aladdin where you have the expertise
* Apply product and client expertise to manage and lead strategic and tactical projects for the Client Services team and the broader Aladdin Business
* Maintain client engagement by leading and contributing to client projects
* Help lead and engage in broader cross-client initiatives
* Contribute to the overall strategy and execution of the Aladdin Business Analyst Program, and help shape the program as it grows
* Support recruiting, staffing, Analyst onboarding and career planning

## Qualifications for manager, client service

* 4+ years of similar experience with an emphasis on professional customer service
* A notary certification is a plus
* Promote the use of job aids and training material to assist in control accountabilities
* Knowledge of Bank regulatory risk and compliance policies, processes and requirements
* Knowledge of Retail Banking systems, applications, processes and procedures
* Familiarity with Private Banking and Private Investment Counsel businesses would be an asset