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# Example of Manager, Client Services Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of manager, client services. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for manager, client services

* Manage, track and report on asset acquisition according the customer and company SLAs
* Oversee the title recognition process of incoming asserts to the planners, working with the team to ensure they acquire missing asset
* Address client requests for new services/capabilities or perspective on regulatory impact - key to understand client's business and ensure that client requests/problems are well detailed in order to find a solution to these items, usually outside normal operating mandates
* Develop and sustain relationships with key contacts within assigned client organizations, understanding how the firm operates, makes decisions and various political aspects
* Manages a team of 10-12 that are responsible for managing working with Studios, Networks, Broadcaster and other content providers to ensure the acquisition and delivery of content to meet the customers expectations
* Build/grow relationships with third-party content providers
* Oversee the account team’s management of content providers to meet our customers delivery requirements, perform monthly reviews of Content Providers deliverables, set plans in place to correct workflow issues
* Hold monthly, weekly, daily calls with Content Providers as needed
* Provide our Customer updates on content provider performance, produce weekly performance reports and present to the customer
* Escalation point for any content delivery issues

## Qualifications for manager, client services

* Able to organically grow existing accounts
* Keeps up to date with Pharmaceutical Industry news in order to apply to day to day activities
* Project Management Certification highly desirable (CAPM/PMP)
* Must have a proven track record in keeping with high quality standards
* Manage the forecasting process, perform analysis of planner to actuals, work with customer to obtain approvals of forecast and provide weekly reports of forecasted titles to actual titles
* Oversee the daily reporting to the customer of asset acquisition, missing asset reports, pitch schedule and delivery schedule to the customer, validate accuracy of each report