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# Example of Manager, Client Services Job Description

Our innovative and growing company 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

* Coordinate K12/Aventa resources to ensure customer experiences seamless service delivery from operations, curriculum, instruction, support
* Foster strong working relationship with key customer stakeholders, soliciting regular feedback and responding proactively to any concerns
* Monitor contracts to ensure compliance with terms
* Monitor program outcomes and provide proactive recommendations to customer and K12/Aventa stakeholders to improve student/program outcomes
* Ensure timely and accurate invoicing for all services rendered
* Provide input to the sales team on opportunities to expand services provided to customer
* Ensure smooth functioning of Client Services under End User Computing (EUC) Services
* Guide helpdesk team on any critical incidents
* Managing, co-ordinating and executing projects/new technology as per the given standards and with daily/weekly/monthly updates to the management
* Regular interactions with the different heads of teams within the regional/global IT department on related subjects

## Qualifications for manager, client services

* Strong technical understanding and/or experience with e-discovery process, lifecycle and technical issues a must
* Advanced knowledge and experience with all MS Office applications, especially MS Excel
* High degree of confidence and energy level coupled with strong leadership initiative
* Strong understanding IT systems and technology
* Ensuring and maintaining client service levels to dedicated client/s by ensuring the timely and accurate
* Being responsible for identifying, escalating (as appropriate) and addressing service issues/adverse service