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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. 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 services

* The CSM develops and maintains key relationships with client management teams, from daily communications to delivering formal client presentations
* Identifies, develops, and implements measurement of client satisfaction, client growth and client retention
* Creates and implements process and procedure documentation on client workflow
* Leads system configuration activities and requirements documentation for software deployment and upgrade activities
* Provides daily client Q&A support
* Provides team support, for all aspects of the client relationship, balancing the needs between NWP revenue projections, Client recovery objectives
* Responsible for the overall client satisfaction and retention for the Team’s assigned Accounts
* Manages contract renewals and is able to proactively identify additional products or services that offer value added solutions for each Portfolio
* Develops and supports new business opportunities within existing accounts
* Able to facilitate technical discussions that clearly articulate NWP technology capabilities

## Qualifications for manager, client services

* Responsible for End User Computing Services mainly Client Service team
* Strengthening IT infrastructure Helpdesk Support team with Objective of ensuring optimum connectivity across the organization
* Technical coordination with the vendors and provide assistance to Head of End User Computing on various initiatives
* Experience in various domains of solutions delivery (BFSI systems )
* Coordination with off shore/onshore teams independently
* Excellent verbal and written English communication , presentation skills