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# Example of Services Senior Manager Job Description

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

## Responsibilities for services senior manager

* Recruit, onboard and train new Client Services Managers to guarantee success in role continually upskilling existing staff
* Develop and manage all necessary promotional materials for HUB operations – call scripts, referral forms, fax forms, promotional materials
* Track and manage reimbursement HUB service levels, quality and operational metrics key business performance metrics
* Responsible for the management of a large managed services engagement
* Provides technical support/expertise and is the main technical liaison in all phases of project development to customers and Account Managers
* Coordinates with Marketing and Nutrition Science and Advocacy to develop compelling product concepts using DSM ingredients, and works with the Application Lab to formulate prototypes based on these concepts
* Conduct research competitor analysis, and conduct client presentations, estimation efforts and proposals and negotiations
* Client delivery assurance – assure the client of the commitment and drive the delivery process by working collaboratively with the Delivery Managers in the business unit
* Take go-to-market solutions to accounts within the account scope -drive revenues from go-to-market solutions being sponsored by the business unit
* Create weekly and/or monthly reports in order to track and trend project performance including, but not limited to

## Qualifications for services senior manager

* Experience of working across multiple start-up teams, strategic thinker, works systematically, and has a proven ability to drive fast tactical execution
* A proven networker with the ability to lead, inspire, and drive a range of teams and external partnerships forward
* Demonstrated high level of written, verbal, and interpersonal skills to communicate information, ideas, procedures, and processes in a logical sequence at a level appropriate to a range of audiences, resulting in effective working relationships
* Demonstrated ability to lead, influence, solve problems, and work with all levels in the organization and in a cross-functional environment
* Willingness and ability to travel at least 25 percent of the time to achieve business objectives
* Experience with Agile tools such as Rally, Jira, Version One, TFS