Downloaded from <https://www.velvetjobs.com/job-descriptions/services-senior-manager>

# Example of Services Senior Manager Job Description

Our innovative and growing company is looking to fill the role 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

* Analyze individual shipment and claims reports for the purpose of assisting clients to better manage their risks
* Manage the renewal process with underwriters including rate and terms and conditions negotiations relative to the insurance contracts placed on behalf of clientele and prepare all documentation necessary for completion
* Oversee issues involving compliance with local regulatory requirements, tax issues and sanctions as applicable
* Manage all documents utilized in the day to day program management including applications for insurance and claims filing
* Act as liaison between customer and claims adjuster in the event of claims disputes
* Oversee and prepare loss and risk management reports for large customers and participate in analysis of the same for discussion with underwrites and customers
* Identify new business opportunities and work with the WRRG team and underwriters to create new customers
* Attend industry conferences to represent WRRG and meet with customers and prospects
* Work with global WTW offices to promote WRRG and identify and capture new business opportunities
* Actively lead the creation of business cases and financial forecasts to prove the viability of new initiatives, and ongoing PS sales metrics

## Qualifications for services senior manager

* Working knowledge of customer service organizations and ability to drive operational excellence, ensuring services run effectively/efficiently and maintain an elevated customer experience
* Establishing and fine tuning polices and best practice processes to ensure the financial integrity of Shared Services across the region
* Located in one of our primary locations (Simsbury, CT
* CardLink/DocLink
* Various Web based tools
* Wennsoft