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# Example of Supervisor, Client Job Description

Our company is searching for experienced candidates for the position of supervisor, client. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for supervisor, client

* Provide coaching, counseling, and training of associates to improve performance and achievement of departmental goals
* Monitor quality of calls using established guidelines
* Manage resolution of escalated calls
* Direct the group of Account Managers and Project Managers to achieve overall client goals including quality, schedule and budget adherence
* Collaborate with the Executive Creative Director and Creative Operations Manager to effectively manage work to achieve overall financial goals for the group
* Collaborate with Business Development leaders to build relationships with new sales prospects
* Lead account team to develop account plans for serving and expanding client relationships
* Work with the Creative Operations Manager to set overall strategic pricing for the group
* Develop all Creative estimates and collaborate with Sales to develop RFP responses
* Collaborate with sales and business stakeholders to assess sales, profitability, account fit and growth potential

## Qualifications for supervisor, client

* 3 to 5 years of experience in the financial services/banking field interacting with clients
* 3 to 5 years of Supervisory/Management experience required
* Less than 10-15% annually
* Experience - 3-5 years of experience in credit card software / VisionPlus
* Minimum of 3 years supervising direct reports and consistent high service delivery
* Demonstrated ability to identify process efficiencies and coordinate change management