



# Example of Client Management Job Description

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Our company is growing rapidly and is looking to fill the role of client management. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client management

- Investigate shipping errors, transaction questions, and general client inquiries
- Ability to successfully build relationships and interact with various operational departments to insure daily production and fulfillment activity is completed on-time
- Extract, analyze and compile data for metrics and reports
- Manage account receivables within contractual SLA's
- Create monthly billing for client, research any billing inquiries to resolution
- Monitor and provide client with a weekly AR Aging report
- Monitor and submit invoices for payment through established AP process
- Own and manage root cause analysis/corrective action process to ensure account team is improving service levels by logging and analyzing corrective actions
- Support the process by which all aspects of the Sales and Client Information tool is accurate/complete and entered in a timely manner
- Manage a team of approx

## Qualifications for client management

- Ability to evaluate processes inefficiencies, identify and implement business process improvements and resolve issues
- The candidate will enjoy working in a highly collaborative environment
- Ability to communicate effectively with peers senior management
- Point-of-Sale/Management Information knowledge require

- Proven people leader who is capable of coaching employees to top performance and building a high performing team