Example of Client Service Delivery Job Description

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Our company is growing rapidly and is looking for a client service delivery. 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 client service delivery

- Maintain department calendar and ensure to meet deadlines
- Assist in budget preparation and expense management activities
- Assist Department Managers in scheduling conference calls and making travel arrangements
- Adhere to company policies and regulations
- Maintain positive working relationships with department staff
- Coordinate, plan, organize and execute Employee Engagement activities including team building and special events/ weeks
- The job holder must demonstrate a clear awareness of the operational and reputational risk scenarios associated with the role and proactively minimize bank exposure to risk
- The jobholder is expected to perform a professional and proactive review and negotiation of a portfolio of complex transactions, co-ordinating with external counsel, internal Group Legal and client services teams where appropriate
- Understands and implements the global design and standards set by the functional leads
- Sets and meets targets and kpi's on client satisfaction (NPS and Greenwich), operational excellence

Qualifications for client service delivery

- Previous experience engaging with internal or client senior executives to address service delivery issues negatively impacting client satisfaction
- Previous experience in a customer satisfaction role
- 5+ years of managed care clinical operations or account management
- Strength in negotiation and gaining consensus across a multidisciplinary team (internal & external partners) to include Clinical Consultants, product and account management
- Program management and product management experience