



Example of Client Service Manager Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of client service manager. 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 manager

- Daily supervision of branch administrative and regulatory oversight workflows (timecard approval, incoming/outgoing correspondence review, account approval, KYC quality control)
- Incumbent will motivate team of Enablement Specialists and ensure they are performing efficiently
- Partner with Client Reporting Services to establish reporting and servicing standards with the client in terms of required data, delivery and schedule
- Monitors adherence to contractual obligations (SLA/SLEs) and ensures deliverables meet client contractual requirements and are consistent with client priorities, time, budget and quality standards
- Approves supports security access administration, client billing, and sales pursuits as is appropriate for supported accounts
- Experience with process improvement/management disciplines
- Experience communicating across all levels of the organization
- Create an exceptional, personalized client experience by delivering prompt, friendly, and professional support via multiple channels
- Think critically and strategically about all program aspects from creating and proofing program paperwork, trouble shooting issues, analyzing program data
- Provides on-going client relationship status changes to affected associates such as technical, account management, and sales groups

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- Internal Stakeholders –Global Fund Services (GFS) Ireland Head of Operations and Head of ClientServices, Relationship Managers and Client Service Delivery Managers
 - External Key Stakeholders –Clients, Independent Boards, Regulators including CBol and FED
 - Drive information sharing sessions with EUS Service Owners on business needs, user experience issues or enhancements
 - University graduates with Business Administration or related subjects
 - At least 5 years client management in corporate travel, airline or hotel related background
 - Knowledge of salesforces.com and Abacus are advantage