



Example of Client Support Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of client support manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for client support manager

- Assist in developing the team through peer coaching and training team members
- Delivering a client focussed service experience for technology user queries in a professional and timely manner while demonstrating the highest standards of written and verbal communication, in both trading and non-trading environment
- Familiar with Market Data applications support like Bloomberg, Reuters, Factset, work with HK MDS or vendor support when necessary
- Responsibility for local data centre and communications room support and maintenance
- Familiar with Market Data applications support such as Bloomberg, Reuters, EBS, Factset
- 20% - Manage incoming client requests (Ensure incoming Epite tickets representing client requests are appropriately prioritized and assigned to employees who have the necessary knowledge and skills to complete them)
- 20% - Process Improvement (Working with all partners, (internal and external) to ensure that Epite tickets are directed to the appropriate work queue within the CSST or vendor's Virtual Back Office (VBO) the first time)
- 40% - Managerial Excellence (Lead a team of employees, providing direction, coaching and oversight)
- Assign goals, objectives and standards to the support of Client Digital Applications
- Identify and oversee support needs within the department, including

Qualifications for client support manager

- Strong appreciation of key business drivers and an understanding of the IT impact upon the business
- Total 5 – 10 years of experience in leading projects or teams
- Technical knowledge of the policies, processes and procedures used within Wealth Management businesses
- Experience working within an investment bank or financial services sector
- Relevant experience supporting a Front Office or Dealing room environment
- Excellent interpersonal, communication and customer service and support skills