



Example of Manager, Client Services Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of manager, client services. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for manager, client services

- Manage schedules of the staff at both locations ensuring proper coverage is maintained
- Developing and managing relationships with the financial adviser firms based in the region of the UK assigned to your team
- Providing training and support to financial advisers and their staff in order to develop their understanding of the business
- Resolving complaints and errors quickly and accurately
- Developing and managing relationships with the financial adviser firms
- Providing training and support to financial advisers and their staff
- Stay abreast of all active matters
- Establish and maintain familiarity with all team related activities, evaluate client needs, goals and requirements to achieve overall objectives
- Implement and actively participate in comprehensive project plans, status reports, proactive communications and post mortem reports
- Determine eDiscovery client needs via regularly scheduled client meetings and provide consultative support when discussing current or upcoming projects

Qualifications for manager, client services

- Proficiency in written English and Chinese and in spoken English, Cantonese and Mandarin
- Three (3) years' industry experience preferred

- Participate in, and often serve as primary point of contact for, multiple matters
- Participate in meetings and on conference calls regarding current projects, updates and projections
- Minimum of 5 years' experience in leadership position(s) with law firms, corporate legal departments and/or electronic discovery service providers