Example of Manager, Client Services Job Description

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Our innovative and growing company 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

- Coordinate K12/Aventa resources to ensure customer experiences seamless service delivery from operations, curriculum, instruction, support
- Foster strong working relationship with key customer stakeholders, soliciting regular feedback and responding proactively to any concerns
- Monitor contracts to ensure compliance with terms
- Monitor program outcomes and provide proactive recommendations to customer and K12/Aventa stakeholders to improve student/program outcomes
- Ensure timely and accurate invoicing for all services rendered
- Provide input to the sales team on opportunities to expand services provided to customer
- Ensure smooth functioning of Client Services under End User Computing (EUC) Services
- Guide helpdesk team on any critical incidents
- Managing, co-ordinating and executing projects/new technology as per the given standards and with daily/weekly/monthly updates to the management
- Regular interactions with the different heads of teams within the regional/global IT department on related subjects

Qualifications for manager, client services

- Strong technical understanding and/or experience with e-discovery process, lifecycle and technical issues a must

- High degree of confidence and energy level coupled with strong leadership initiative
- Strong understanding IT systems and technology
- Ensuring and maintaining client service levels to dedicated client/s by ensuring the timely and accurate
- Being responsible for identifying, escalating (as appropriate) and addressing service issues/adverse service