



## Example of Senior Service Manager Job Description

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Our company is growing rapidly and is looking for a senior 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 senior service manager

- Primary point of contact for the end to end relationship and service management of highly complex and /or Tier 1 Global Corporate, Non-Bank Financial Institution (NBFI), Government or National Client Group (NCG) clients, understanding Client First focus is paramount and a continuous improvement mindset is key to support and execute on client and business strategies
- Facilitate internal/extra cross-functional meetings and conference calls relating to client amalgamations, mergers, acquisitions, divestitures and general restructuring scenarios
- Take a leadership role assisting colleagues with escalations and works with them to complete cause and effect analysis ensuring gap mitigation plans are implemented
- Mentor and coach the centre employees as it relates to process, product and service by sharing knowledge and experience openly and embrace change and support colleagues for success
- Consistently react and adapt to changing business environment with an urgency to deliver high level of quality service
- Build and maintain strong working relationships with client base
- Manage performance of team, using appraisal, P4P, and performance management process
- Leverage internal resources to assist in resolving client and team issues
- Communication to clients, associates and colleagues in regard to all matters

## Qualifications for senior service manager

- Money Movement or Risk & Controls knowledge
- Proven ability to analyze business needs and implement strategic initiatives
- Demonstrated people leadership experience through direct leadership
- Must have strong software skills (Microsoft Office applications)
- Understanding of the FDA regulated environment is a plus
- Must have the ability to lead project teams