



# Example of Servicing Manager Job Description

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Our company is growing rapidly and is hiring for a servicing 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 servicing manager

- Facilitate team discussions and brain storming sessions to share challenges and solutions across the client base
- Regularly propose solutions and/or suggestions to improve level of client service
- Consistently operate to reduce operational risk is inherently reduced and identify and escalate any potential risk situation
- Facilitate continuous process review and improvements and pro-actively manage the change process
- Maintain strong working relationship with internal support groups and provide SME input into strategic plans
- Manage a team of 3 exempt SME's
- Work closely with IT partners to implement business and technology projects/changes aligned with Organization goals
- Evaluate industry trends and partners with customers to develop short and long-term strategic roadmap
- Work in conjunction with business partners, IT Agile Teams to identify technical and functional needs of system and determine priority of needs
- Optimize the use of system capabilities for Operations

## Qualifications for servicing manager

- Ability to confidently discuss and articulate the different derivatives functions

- Confidence interacting and communicating with all levels of management, clients and external asset managers
- Ability to partner with others to help deliver solutions to client
- Understanding of the complete end-to-end processes, business units, products and deliverables
- Attention to detail and effective organizational skills to manage multiple workstreams
- Derivatives experience is essential