

Client Services Manager Job Description

Duties and Responsibilities:

- Plan and organize the fulfillment of client orders to ensure timely delivery
- Develop and implement policies and procedures necessary for meeting the requirements of clients and ensuring a satisfied clientele
- Assist in resolving clients' issues/problems by listening to complaints and proffering solutions effective for satisfactory resolution
- Supervise company employees to ensure they comply with set client service standards in carrying out job duties
- Prepare and manage budgets in order to achieve set targets and objectives
- Proffer recommendations to clients and aid them in selecting suitable products/services that best meets their requirement
- Maintain excellent customer service and ensure the customer service team adhere to acceptable standards for client service
- Contact clients to ensure they are satisfied with received products and services
- Collaborate with the marketing and sales division of a company to ensure their work operations align with the objectives of the client services unit
- Communicate with clients to identify their preferences and facilitate the process to meet their needs and expectations
- Designate work territories to client services staff and establish strategies necessary for achieving set targets
- Provide clients with regular update and periodic statements to keep them abreast on changes in trends
- Assess products/services to ensure they are up to the specification set by clients
- Provide detailed explanations of product/service features to clients to aid their decisions on product choice

- Carry out surveys and research to evaluate customer satisfaction level and discover better techniques for ensuring a satisfied customer base.

Client Services Manager Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a client services manager, you require at least a high school diploma. Having a Bachelor's degree in customer care management increases job prospects. Prior experience and certifications in customer service are also essential for the position
- Communication Skills: Client services managers are well versed in effectively communicating with clients to render services and resolve issues
- Organizational Skills: They are able to coordinate the activities of client service teams to ensure delivery of high quality service
- Follow-up Skills: Client service managers are adept at maintaining contact with clients to obtain feedback and ensure satisfaction.