

SKILLS FRAMEWORK FOR FINANCIAL SERVICES				
SKILLS MAP - HEAD OF CLIENT SERVICE/CLIENT SUPPORT SERVICES DIRECTOR				
Sector	Financial Services			
Track	Sales, After Sales, Distribution and Relationship Management			
Occupation	Client Service Officer			
Job Role	Head of Client Service/Client Support Services Director			
Job Role Description	The Head of Client Service/Client Support Services Director is responsible for establishing Key Performance Indicators (KPIs) to measure the organisation's service delivery performance. He/She is in charge of developing insights and contributing to the organisation's cross-selling and business development efforts based on his knowledge of the latest clients' needs and trends. He leads interdepartmental coordination efforts to ensure client commitments and needs are met, and constantly develops strategies to improve these efforts.			
	The Head of Client Service/Client Support Services Director is service-oriented and possesses strong communication skills which enable him to engage with internal stakeholders and clients effectively. He exhibits strong leadership qualities and is able to inspire and motivate his subordinates to uphold service performance standards.			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Manage client interactions	Key Tasks	
			Review the organisation's capabilities and resources in meeting client needs, and establish internal Key Performance Indicators (KPIs) to measure the organisation's response to client enquiries	
			Develop organisational protocols and procedures for conflict resolution according to the organisation's image and branding	
			Define KPIs to measure client outreach and engagement	
	Maintain service delivery standards	Develop organisational protocols for documenting and reporting client interactions and communication		
		Ensure services are delivered according to client-specific Service Level Agreements (SLAs)		
		Define service review objectives and develop service review guidelines		
		Establish KPIs to measure service delivery standards		
		Endorse recommendations to solve recurring client servicing issues and client complaints		
	Coordinate collaborative efforts to provide solutions to clients	Develop performance improvement plans to optimise service delivery for efficiency and reliability		
		Provide forecasts on clients' changing needs to relevant internal stakeholders to enhance cross-selling efforts		
		Develop strategies to improve interdepartmental coordination efforts to provide effective client solutions		
		Communicate client feedback on service performance to operational teams		
		Liaise with key stakeholders in operational teams to endorse mitigation strategies		
	Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)
Account Management		Level 5	Leadership	Advanced
Business Performance Management		Level 5	Service Orientation	Advanced
Business Process Re-engineering		Level 5	Problem Solving	Advanced
Continuous Improvement Management		Level 6	Communication	Advanced
Ethical Culture		Level 5	Resource Management	Advanced
Partnership Management		Level 5		
People Performance Management		Level 5		
Quality Assurance		Level 5		
Service Challenges		Level 5		
Stakeholder Management		Level 5		
Technology Application		Level 5		

Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services
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The information contained in this document serves as a guide.