

SKILLS FRAMEWORK FOR FINANCIAL SERVICES					
SKILLS MAP - CLIENT SERVICE MANAGER/CLIENT SUPPORT SERVICE MANAGER					
<b>Sector</b>	Financial Services				
<b>Track</b>	Sales, After Sales, Distribution and Relationship Management				
<b>Occupation</b>	Client Service Officer				
<b>Job Role</b>	Client Service Manager/Client Support Service Manager				
<b>Job Role Description</b>	The Client Service Manager/Client Support Service Manager is responsible for ensuring Service Level Agreements (SLAs) with clients are met. This encompasses managing client expectations and also coordinating with relevant internal teams to meet the agreed terms. He/She is also responsible for managing escalated client conflicts and ensuring organisational procedures are adhered to during client interactions.				
	The Client Service Manager/Client Support Service Manager is service-oriented and able to build rapport with his clients. He can multi-task and communicate effectively and efficiently with relevant operational teams to ensure clients' commitments are delivered.				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Manage client interactions	<b>Key Tasks</b>		
			Attend to further enquiries from clients to ensure ongoing client satisfaction		
			Manage escalated client conflicts and resolve them according to organisational procedures		
			Develop client outreach plans		
	Maintain service delivery standards	Review documents on client interactions to ensure they are documented according to organisational procedures			
		Review lapses in meeting Service Level Agreements (SLAs) and develop solutions according to client requirements and organisational capabilities			
		Conduct service reviews and check-ins with client to obtain feedback and client satisfaction			
		Review Key Performance Indicators (KPIs) reports to analyse performance against delivery standards			
		Provide solutions for identified recurring client servicing issues, and test contingencies to ensure service expectations are always maintained during service disruptions			
	Coordinate collaborative efforts to provide solutions to clients	Identify areas of improvement and recommend remedial actions based on analyses of client enquiries			
		Develop insights on clients' needs based on analyses of client information and engagements			
		Coordinate across relevant departments to deliver on client commitments			
		Follow up with relevant operational teams to resolve service issues in a timely fashion			
			Develop mitigation plans with operational teams to resolve recurring client servicing issues and client complaints		
	<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
Account Management		Level 4	Service Orientation	Advanced	
Business Performance Management		Level 4	Problem Solving	Advanced	
Business Process Re-engineering		Level 4	Communication	Advanced	
Continuous Improvement Management		Level 5	Interpersonal Skills	Intermediate	
Ethical Culture		Level 4	Decision Making	Intermediate	
Partnership Management		Level 4			
People Performance Management		Level 4			
Quality Assurance		Level 4			
Service Challenges		Level 4			
Stakeholder Management		Level 4			
Technology Application		Level 4			
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>				

The information contained in this document serves as a guide.