

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLIENT SERVICE OFFICER/CLIENT SUPPORT SERVICE OFFICER					
<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 Officer/Client Support Service Officer				
<b>Job Role Description</b>	The Client Service Officer/Client Support Service Officer is responsible for interacting and developing rapport with clients. He/she acts as the first point of escalation for clients and ensures clients' enquires and complaints are handled in a timely and satisfactory manner. He also adheres to organisational procedures in performing day-to-day tasks and portrays a professional image at all times.				
	The Client Service Officer/Client Support Service Officer possesses strong interpersonal and communication skills that enables him to build trust and relationships with clients. He handles various service challenges in a calm and collected manner, escalating issues where appropriate.				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Manage client interaction	<b>Key Tasks</b>		
			Attend to clients' day-to-day enquiries in a timely and satisfactory manner		
			Assist in resolving client conflicts, escalating conflicts when required and directing clients to the organisation's resources according to their needs		
			Execute client outreach plans		
	Maintain service delivery standards	Document client interactions according to organisational processes		Ensure Service Level Agreements (SLAs) are met when responding to clients	
		Support client service reviews using historical data and information		Track Key Performance Indicators (KPIs) for service delivery and compile KPI reports for review purposes	
		Identify recurring client servicing issues and client complaints		Monitor and analyse trends on client enquiries	
		Coordinate collaborative efforts to provide solutions to clients		Monitor information related to general client issues and needs to enhance cross-selling efforts	
		Identify relevant internal stakeholders involved in delivering commitments to clients		Escalate service issues to relevant operational teams	
	Partner with internal operational teams to support clients and provide them with client feedback				
	<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
		Account Management	Level 3	Service Orientation	Advanced
		Business Performance Management	Level 3	Communication	Intermediate
		Business Process Re-engineering	Level 3	Problem Solving	Intermediate
		Continuous Improvement Management	Level 4	Interpersonal Skills	Intermediate
Ethical Culture		Level 3	Teamwork	Intermediate	
Partnership Management		Level 3			
Quality Assurance		Level 3			
Service Challenges		Level 3			
Stakeholder Management		Level 3			
Technology Application	Level 3				
<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.