

## Position Description

**Position: Client Services Manager**

**Location: Hong Kong**

Primary Focus	To be accountable for operational and service delivery of assigned accounts by, ensuring the client is provided with exceptional service at all times and creating an environment of innovation and continuous improvement, whilst developing the staff and accounts.
Accountable To	Client Services Director
Responsible For (Direct Reports)	Account Managers
Key Responsibilities	<p><i>Financials</i></p> <ul style="list-style-type: none"> <li>▪ To have overall responsibility for clients allocated</li> <li>▪ To achieve the budgeted contribution targets</li> <li>▪ To achieve organic growth from existing clients in revenue year on year</li> <li>▪ Full P&amp;L management</li> </ul> <p><i>Clients</i></p> <ul style="list-style-type: none"> <li>▪ Develop strong relationships with clients</li> <li>▪ To identify other opportunities to cross sell Williams Lea solutions and services outside the current offerings</li> <li>▪ To own responsibility for the implementation and integration of new business both on and offshore</li> <li>▪ To consistently drive new levels of service delivery to exceed client's expectations</li> </ul> <p><i>People</i></p> <ul style="list-style-type: none"> <li>▪ Build a high performing team with relevant expertise</li> <li>▪ To be a very active people leader, engaging with our employees and providing open and regular communication</li> <li>▪ Lead, manage, motivate and develop the team to support the delivery of a high standard of service to all clients</li> </ul> <p><i>Operations</i></p> <ul style="list-style-type: none"> <li>▪ Work in an integrated manner with management</li> <li>▪ Ensure the effective delivery of the services specified in our contract whilst consistently seeking areas for improvement and development</li> <li>▪ Regularly report on achievements and issues, escalating issues where required</li> <li>▪ Ensure all contractual and procedural risks are identified and mitigated.</li> </ul>

Key Competencies	Commercial acumen Client Focus Leading a Team
Key Qualifications and Experience (Including Technical Skills)	<ul style="list-style-type: none"> <li>▪ Educated to minimum degree level</li> <li>▪ Experience of managing P&amp;Ls, budgeting, cost and forecasting</li> <li>▪ Good understanding and experience of managing multiple, complex, client relationships</li> <li>▪ Excellent negotiation skills</li> <li>▪ Able to lead and motivate a team of varying skills across various locations</li> <li>▪ Computer literate and experienced in MS Office Suite</li> <li>▪ Ability to develop high quality professional documentation</li> </ul>
Key Personal Attributes	<ul style="list-style-type: none"> <li>▪ Excellent Judgement</li> <li>▪ Self-motivated with high energy work rate</li> <li>▪ Organised, effective under pressure and able to consistently deliver</li> <li>▪ Entrepreneurial</li> <li>▪ Determined and adaptable</li> <li>▪ Team Player</li> <li>▪ Confident but self-aware</li> <li>▪ Natural leader</li> <li>▪ Strong verbal and written skills</li> <li>▪ Politically astute with strong influencing and negotiation skills</li> </ul>

**Application Method:**

Please quote the job title and email to Ms Karen Leung at [karen.leung@wlt.com](mailto:karen.leung@wlt.com) with a copy of your CV