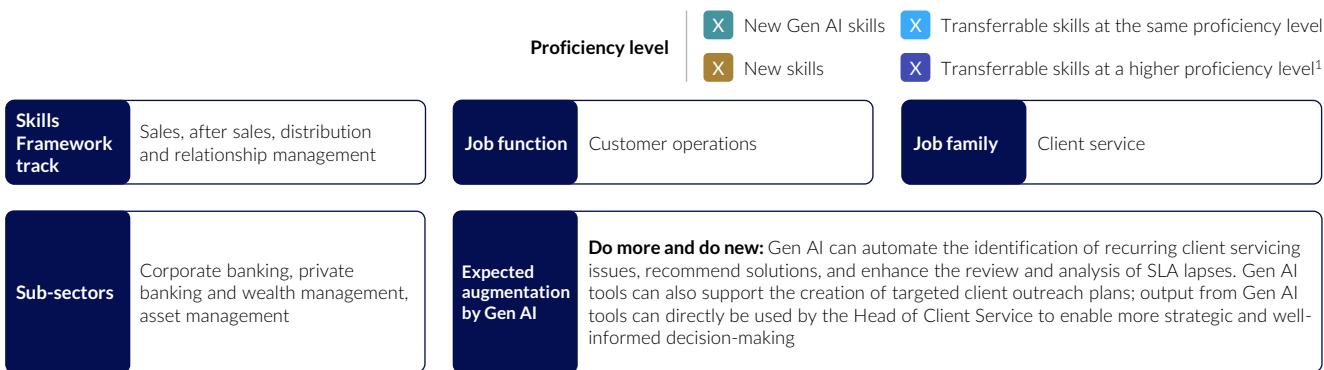


## Client service manager/Client support service manager



### Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Maintain service delivery standards	<p>Provide solutions for identified recurring client servicing issues and test contingencies to ensure service expectations are always maintained during service disruptions</p> <p>Review lapses in meeting SLAs and develop solutions according to client requirements and organizational capabilities</p> <p>Identify areas of improvement and recommend remedial actions based on analyses of client inquiries</p> <p>Conduct service reviews and check-ins with clients to obtain feedback and client satisfaction</p> <p>Review KPI reports to analyze performance against delivery standards</p>
Coordinate collaborative efforts to provide solutions to clients	Develop insights on clients' needs based on analyses of client information and engagements
Manage client interactions	<p>Attend to further inquiries from clients to ensure ongoing client satisfaction</p> <p>Review documents on client interactions to ensure they are documented according to organizational procedures</p> <p>Develop client outreach plans</p>

### New Gen AI skills

Additional skills required for potential redesigned role	
<b>Role 1: Client implementation manager (adj.<sup>2</sup> Score: 0.58)</b>	
Prompt design	3
Gen AI principles and applications	3
Ethical and responsible Gen AI adoption	3
Continuous improvement management	4
Ethical culture	4
Stakeholder management	4
Account management	4
Business performance management	3
People performance management	4
Service challenges	4
Business challenges	3
Customer experience management	3
Business requirements mapping	4
Business planning	4
Business needs analysis	3
Change management	4
<b>Role 2: KYC/Customer due diligence manager (adj. Score: 0.40)</b>	
Continuous improvement management	4
Ethical culture	4
Stakeholder management	4
Account management	4
People performance management	4
Service challenges	4
Customer acceptance checking and onboarding	3
Sustainability risk management	3
Regulatory and legal advisory	4
Taxonomy application	4
Regulatory risk assessment	4
Regulatory compliance	4
Data governance	4
Corporate and business law application	4
Customer relationship management	4

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

2. Skills adjacency score.

Source: SkillsFuture Skills Framework