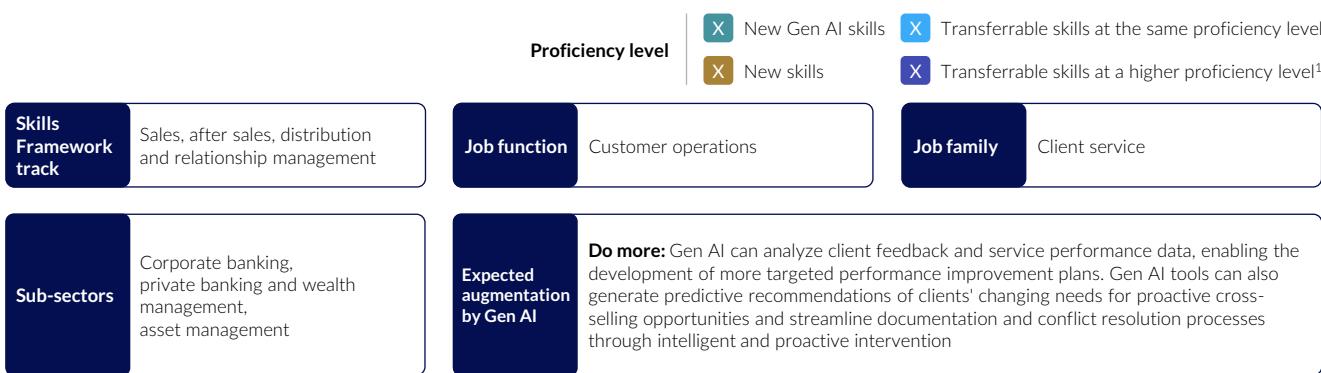


Head of client service/Client support services director



Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Maintain service delivery standards	<p>Define service review objectives and develop service review guidelines</p> <p>Develop performance improvement plans to optimize service delivery for efficiency and reliability</p>
Coordinate collaborative efforts to provide solutions to clients	<p>Provide forecasts on clients' changing needs to relevant internal stakeholders to enhance cross-selling efforts</p> <p>Communicate client feedback on service performance to operational teams</p>
Manage client interactions	<p>Develop organizational protocols for documenting and reporting client interactions and communication</p> <p>Develop organizational protocols and procedures for conflict resolution according to the organization's image and branding</p>

New Gen AI skills

Gen AI strategy	5	Gen AI innovation, R&D, and innovation management	5	Prompt design	3
Leading Gen AI-enabled transformations	5	Ethical frameworks for Gen AI	5	Gen AI principles and applications	3
Gen AI data governance	5	Regulatory, legal, and risk management compliance in AI and Gen AI	5		

DO MORE

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.

Source: SkillsFuture Skills Framework