



# Example of Client Services Associate Job Description

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Our company is looking to fill the role of client services associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for client services associate

- Strong attention to detail, analytical and numeracy skills
- Willing to engage in on-going professional development
- Strategic oversight of the reimbursement, access and service program(s) assigned
- Accountable for the overall performance and success of assigned program(s)
- Exhibit/Maintain subject matter expertise
- Aggregate insights and trends
- Collaborate with Client teams
- Measure and maintain performance against KPIs to achieve quality and productivity standards as defined
- Handle escalated calls into the program
- Work closely with internal departments (business development, HR, client services, IT/IS, etc) on day-to-day program activities, client requests, program and system enhancements

## Qualifications for client services associate

- Minimum 3 years' previous experience in a corporate client service/customer service role
- Demonstrated proficiency with technology and technical concepts, including but not limited to the Microsoft office suite
- Series 7 and 63 licenses highly preferred

- Must possess intermediate working knowledge of Microsoft Office Suite (Word, Excel, Visio, and PowerPoint)
- Two years college education preferred