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# Example of Associate, Client Services Job Description

Our company is growing rapidly and is looking to fill the role of associate, client services. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for associate, client services

* Maintain responsibility for being familiar with and following all established troubleshooting and operational procedures
* Handle and/or coordinate routine account maintenance functions
* Retrieve and responding to emails
* Handle other projects or tasks as assigned
* Interacting in a friendly and professional manner with customers
* Excellent command on English language – both verbal and written
* Ensure all inputting of information is accurate, good attention to detail
* Develop a good understanding of the role and activities conducted within the Service Centre
* Develop a complete understanding of all compliance issues associated with dealing and problem resolution
* Demonstrate diplomacy and tolerance

## Qualifications for associate, client services

* Ability to collaborate with a team able to work independently
* Develop working relationship with clients, third party vendors and/or ancillary service provides and other internal parties to ensure seamless delivery on specified tasks, special projects and/or participant issues
* Execute and own complex research initiatives and the analysis & resolution of technical issues
* Troubleshoot application and/or data issues and direct to the appropriate contacts
* Measure performance against process requirements, aligning improvement projects to close performance shortfalls
* High School Diploma or equivalent and a minimum of five (5) or more years securities industry service experience