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# Example of Associate, Client Services Job Description

Our company is looking for an associate, client services. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for associate, client services

* Be able to represent program to client, manage client relationship and lead presentations
* Interact with 3rd party vendors as part of program’s business requirements
* Manage administrative duties including interviewing and hiring, personnel issues, time management and recording, training, performance appraisals and salary and bonus administration in coordination with HR
* Conduct regular, strategic program assessments to identify potential program enhancements, changes and opportunities
* Portfolio operations central point of contact for investment teams and other internal stakeholders
* Provide back-up to Internet Banking
* Answer call from client’s franchisee offices
* Determine applicable workers compensation classification code and rate
* Advise caller of code and rate or refer to Client Risk Management Department as applicable
* Interfaces with customers to resolve 1st and 2nd tier/escalated customer service issues

## Qualifications for associate, client services

* Must have strong English written and verbal skills, command of basic grammar and diction appropriate to an IT Support Center and clear and pleasant speaking voice
* Excellent communication skills that include patience in explaining concepts and addressing customer issues, and ability to defuse potentially intense situations and satisfy the customer's expectations are necessary
* Must have excellent computer literacy and computer operation skills, ability to effectively read and make use of information in small type down to 5pt typeface, utilize computer displays for 8+ hours a day, read serial numbers from equipment labels
* Excellent phone skills and phone operation skills, ability to use corporate PBX phone and ACD systems such as Avaya for 8+ hours per day using a handset or wired/wireless headset is essential
* Must possess ability to function effectively in a sometimes high-pressure environment and project a positive attitude and handle customer situations with professionalism and tact, drive to meet or exceed all established goals or SLAs
* Technical knowledge of all software, hardware, and web-based systems such as Windows, Macintosh, iPad, iPhone, BlackBerry, Lotus Notes, Showcase, and so on is a plus