Downloaded from <https://www.velvetjobs.com/job-descriptions/client-care-specialist>

# Example of Client Care Specialist Job Description

Our innovative and growing company is looking for a client care specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for client care specialist

* Facilitates the planning of Client Seminars including scheduling the venue and speakers, creating the agenda and other related tasks
* Audits commission postings to ensure that the amounts and levels of commission paid by our carriers/vendors to our agency and producers are accurate
* Follow-up calls with PCS provider agencies to resolve issues with in home care service delivery
* Resolving PCS participants complaints regarding in home care
* Initiating provider changes when recommended by designated state agency
* Reporting alleged cases of Medicaid Fraud to designated state agency
* Complete in-person assessments for Medicaid Long-Term Care applicant
* Develop care plans for approved applicants
* Support recipients with community resource referrals based on applicant needs such as housing, durable medical equipment and Meals on Wheels
* Explain Louisiana’s Medicaid long term care programs to applicants

## Qualifications for client care specialist

* Typically has 3+ years of related client servicing experience and/or 2-5 years of experience in employee benefits, human resources, insurance and/or accounting
* Excellent/professional verbal and written communication skills and a command of the English language
* Proven ability to communicate effectively with colleagues, executive management and clients
* Ability and preference to work in a team environment
* Ability to multi-task and handle large volumes of activity during peak times of the year
* Flexibility and ability to work overtime as necessary