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 to fill the role of 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

* Apply past experience and extensive product knowledge to resolve complex issues
* Process work volumes as measured through established service quality standards and benchmarks
* Identify and recommend solutions to recurring errors and service gaps
* Recommend process changes to enhance workflow efficiency and effectiveness
* Conduct investigations through various channels, including contact centers, paper, email, fax and internet
* Provide telephone support to internal and external clients on technical and product specific issues by managing multiple technical support calls, prioritizing, and determining the next step
* Support internal teams and external customers with application and technical support needs
* Respond to client questions relating to the operation and content of products and updating and maintaining product and process documentation
* Troubleshoot technical issues via phone and e-mail
* Work cross-functionality to resolve technical, procedural and operational issues

## Qualifications for client care specialist

* Bachelor’s degree in Human Service field
* Proficiency with all Microsoft Office programs, web browsers, and instant messaging
* Strong telephone and interpersonal contact skills required
* Prior experience in a call center or high-volume customer service environment
* Solid Judgement
* Abiltiy to Manage Stress