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

# Example of Client Relations Specialist Job Description

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

## Responsibilities for client relations specialist

* Assist sales with monitoring and resolving early account drops and enrollment errors
* Act as liaison between Sales and Operations, building strong relationships with internal parties to quickly and accurately resolve discrepancies
* Dedicate the time needed to answer client needs, including odd hours when necessary
* Support of client activities associated with Production Issue and Defect Management Resolution, to include intake and triage with client and internal partners across diverse functional areas
* Create and deliver routine and ad hoc reporting needed to understand various aspects of processes of performance, staffing needs, Identify, lead, and oversee projects and analysis related to reporting needs to establish superior operational reporting within CMS
* Administration, support, maintenance and/or build of Access Databases (or similar) to support operational and client needs
* Support client implementations of Irix, taking on projects and tasks as needed
* Maintain open communication with clients and internal teams
* Proactively address customer issues, and “own” the resolution
* Understand the inner workings of our technology, and communicate effectively with clients on technical subjects

## Qualifications for client relations specialist

* A H.S
* Ability to maintain a positive attitude and demonstrate maturity, empathy, and patience when dealing with clients is critical
* Maintain and update required reporting and information related to customer supplied material
* Provide support and information related to product shipments
* Oversee invoicing process for international and external KCM Key Account Customers
* Partner with Finance Department to confirm POD and reconcile revenue accounts