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# Example of Client Relations Specialist Job Description

Our growing company is hiring for a client relations 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 relations specialist

* Handling a high number of inbound and outbound calls in a fast paced environment
* Assisting callers using a polite, friendly and professional approach
* Adhering to department metrics of call length, quality and customer satisfaction
* Resolving problems by clarifying, researching and exploring alternate solutions
* Review client documented procedures and provide change recommendations
* Develop and foster relationships within Agency Client Success Pod(s) cross-functional key points
* Develop and scale internal communication channels through CRM and specified other channels
* Maintain constant communication with key stakeholders in Operations to ensure accurate delivery of and follow-through on campaigns
* Provide ongoing field perspective and feedback to stakeholders to support execution of all campaigns and work collaboratively to eliminate roadblocks as needed
* Maintain high-level ongoing communication with all key stakeholders within the organization

## Qualifications for client relations specialist

* Manage effective resolution of billing issues for KCM Key Account Customers
* New contract negotiations supporting the legal/BD teams
* Contract amendments, extensions, and terminations
* Gather, analyze, and disseminate Key Account Customer related data and metrics to management
* Track On Time Delivery (OTD) and Key Performance Indicators (KPI) for customers and provide feedback to management
* Track and report on customer forecast accuracy