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# Example of Client Relationship Consultant Job Description

Our growing company is hiring for a client relationship consultant. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client relationship consultant

* Prepare “Authorization to Perform Additional Services” for other service projects and coordinate approval and payment from client
* Attend Technical Training, office and other meetings, as required
* Perform technical research to answer questions, as necessary
* Keep up to date of all aspects of retirement plan consulting by reading circulated emails and papers on technical issues and law changes
* Provide back up to other staff, as necessary
* Participate in process improvement and innovation
* Monitor client usage and engage clients to use CoStar products in new and effective ways
* Partner closely with CoStar sales organization to effectively on-board and resolve client inquiries
* Partner with our clients to help them position their properties on all of CoStar websites
* Conduct daily outbound and inbound phone calls with brokers, developers, property owners and other real estate professionals to obtain real-time property and transaction data

## Qualifications for client relationship consultant

* Manages customer expectations by developing performance metrics & reporting, escalation management and communication plans
* Owns cost target commitments for all service delivery requirements developing, implementing and monitoring expense controls
* Three to four years of customer service experience
* Three to four years of sales experience
* Experience assisting less experienced personnel
* 8+ months experience in a customer service environment