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# Example of Client Relationship Specialist Job Description

Our growing company is hiring for a client relationship specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for client relationship specialist

* Primary contact for assigned network to ensure operational efficiency and network satisfaction
* Coordinates and conducts regular operations meetings with assigned network
* Establishes and maintains relationships with assigned network
* Works with assigned network and internal departments to resolve network issues
* Coordinates and conducts routine client/network visits, addresses areas of dissatisfaction, identify areas for quality and process improvement and facilitates ongoing educational activities including portal training
* Communicates as a first line contact for all interdepartmental requests related to Provider Relations issues for assigned network
* Reports any dissatisfaction among network providers and resolves within limits of authority, reporting issue and resolution to the Director
* Maintains assigned network providers’ information within internal systems and rosters with health plans
* Maintains thorough knowledge of Network Management and managed care systems
* Ensures that the assigned network providers are loaded accurately in both internal systems and with the health plans

## Qualifications for client relationship specialist

* Ability to be proactive, independent and a self-starter are key to this position
* Candidates will have to successfully complete Canadian Securities Course, Conduct and Practices Handbook, Derivatives Fundamentals Course and Canadian Options Course
* Familiarity and skill in handling elite-level client service issues and managing affairs with potential new corporate and personal clients from the general public
* Performs and conducts miscellaneous duties (not inclusive of job description) as requested by Executive Staff – within the scope of knowledge and abilities
* Contact facilities representatives by phone to reconcile account balances
* Monitor portfolio of accounts for compliance to contractual payment terms