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# Example of Client Service Rep Job Description

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

## Responsibilities for client service rep

* Manage clients accounts in company database through data entry
* Respond to inquiries in a timely fashion by clarifying requested information
* Research, locate and price information to both clients and management as needed
* Participate in educational opportunities provided by company to maintain highest level of position knowledge
* Determine current and possible future client needs during client interaction
* Overcome objections of clients and provide solutions to escalating unresolved problems by clarifying issues
* Research, explore answers and alternative solutions and implement solutions
* Fulfil requests from client or management by providing desired information
* Complete transactions and forward requests
* Retain existing clients by presenting value of service

## Qualifications for client service rep

* Ability to summarize data results to various levels of management
* Skill in analyzing information, problems, situations, practices or procedures
* Demonstrates customer service, problem solving and organizational skills
* Aability to follow directions
* Preferred qualifications include direct experience working with developmentally disabled, two years of human services experience
* Financial industry experience or related customer service experience required