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# Example of Client Service Representative Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of client service representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client service representative

* Work directly with the advertiser and Creative department to supply timely proof/release of ad creative, Ad Upload for system ready material and client communication
* Serve as point person with downstream operational teams (TI, Creative, Preprint Logistics, Prepress, ) to resolve issues and communicate findings and possible resolutions
* Handle advertiser/agency inquiry calls such as order deadlines, missing material, stock deadlines, advertiser complaints (Adtrack)
* Administrative Support for Client Service Team located in Grand Rapids, MI
* Work the queue, incoming mail and emails daily, contacting the clients directly with resolution
* Research, resolve or escalate client tasks and inquiries
* Manage day-to-day customer service concerns as primary point of contact for clients and internal operational escalations
* Review daily reports from various internal systems for trends requiring escalation
* Work in partnership with internal colleagues to ensure new clients have been setup in accordance with contract and client expectations
* Define and/or resolve complex customer problems

## Qualifications for client service representative

* Update internal systems and adhere to established policies and procedures
* Hospital maintenance - ensure that facility is neat and clean at all times—both inside and outside
* 2-3 years customer service/reception experience required
* Previous experience in medical, dental or veterinary hospital preferred
* Able to work Monday through Friday and weekends as needed
* Knowledge of basic veterinary practices, procedures and terminology