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# Example of Client Service Representative Job Description

Our innovative and growing company is looking for a client service representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client service representative

* Track client calls in the system
* Report issues using a ticketing system
* Lead web-based training for new users
* Assist with developing instructional content for training and training preparations for new hires
* Escalate tickets as necessary to developers and integration consultants
* Testing new processes for functionalities on solutions
* Responsible for day-to-day deliverables
* Provides verbal, printed, and faxed results requested by clients via telephone
* Calls critical, cancelled, and STAT results to clients
* Understands how to accurately access and enter information into the Laboratory computer systems

## Qualifications for client service representative

* Stable job history (3 years or more)
* At least 3 years of experience in a customer service- department/role
* Ability to type and enter data at a minimum of 30 WPM
* Superior written and oral communication skills are a must, along with the capacity to appropriately interact with all levels of management
* Professionalism, dependability and ability to adapt to an every changing business climate
* Highly organized, ambitious individual with the willingness to learn and advance