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# Example of Client Service Representative Job Description

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

## Responsibilities for client service representative

* Builds and maintains close relationships with customers and sales personnel
* Know and understand customer’s warranty conditions and ensure service delivered is as per customer warranty terms
* Take ownership of resolving issues and responding to questions to questions from participants and third parties regarding multiple product offersingssuch as benefits, payroll, HR, 401K, Risk, Workers Compensation, E-time, Level 1-3 will provide Tier 1 support
* When requested, generate fees and up-sell wherever possible
* Dependent upon position, demonstrate ability and willingness to learn new computer platform/systems
* When requested, maintain and update CRS system with information regarding suits and countersuits
* Create and maintain positive relationships with customers
* Obtain accurate job specifications from customers
* Complete work orders completely
* Pick up jobs from clients

## Qualifications for client service representative

* Spanish or Mandarin speaking required
* Spanish or Vietnamese speaking preferred
* Armenian speaking
* CHINESE speaking preferred
* Manderin speaking preferred
* Deep understanding of network fundamentals