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# Example of Client Services Consultant Job Description

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

## Responsibilities for client services consultant

* Develop GTM (go-to-market) plan to enable market adoption of the roadmap and work with all relevant teams to ensure execution through SrP processes
* Providing support to local and international internal and external clients via phone
* Process Improvement Projects and investment administration
* Facilitate obtaining all the data necessary from employers for the death claims process
* Work with NRECA lead to provide assistance and guidance to the Life Claims team, when needed, on difficult or escalated claim issues, such as foreign deaths, estates, trusts, denials
* Serves as a key resource and may serve as a subject matter expert to Customer Unit and National Accounts
* Work with claimants, HR Partners, and managers, as needed, to answer inquiries, follow-up to obtain and submit missing information to expedite claims processing
* Must learn multiple core systems add on products
* Responsible for service and delivery to one or multiple Asia based asset managers
* Participates in client facing activities to resolve customer issues and concerns swiftly and with a perceived effortless experience on the customer’s part

## Qualifications for client services consultant

* Minimum of three years experience with proprietary gaming systems or gaming business experience with emphasis on training, problem solving and client services
* Experience working directly with a CMS/SMS system preferred
* Strong presentation, organizational and analytical skills excellent people skills
* We offer a comprehensive benefits package
* Knowledge of other products such as electronic keypunch and group insurance, (Asset)
* Client facing 1st Line support and CRM role