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# Example of Client Services Consultant Job Description

Our growing company is searching for experienced candidates for the position of client services consultant. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for client services consultant

* Manage day-to-day relationship with Service Provider to ensure the effective delivery of outsourced services
* Perform capacity and demand planning with Service Provider and Governance team – Forecast customer demand for all in-scope and new services
* Collaborate and acts as a liaison with client's Third Party Administrator to assist with problem resolution and trouble shooting
* Provide exceptional customer service to ongoing customer delivery and client satisfaction
* Coordinate and facilitates client meetings, in person or via conference call, and prepares materials, agendas and presentations
* Participate in client account audits and strategic planning process
* Partner with Financial team in completion of client reports
* Assist in facilitating the execution of contracts to ensure compliance
* Partner with Proposal Unit to research and respond to RFP questionnaires
* Maintain updated Standard Operating Procedure (SOP) for day-to-day procedures

## Qualifications for client services consultant

* Fluency in English, Putonghua and Cantonese
* A Bachelor’s degree in Computer Science, Engineering or equivalent or demonstrated skills and/or related experience
* Experience of working in customer facing environments with enterprise customers for a software vendor a must
* Working knowledge of current Microsoft Windows operating systems (client and server platforms)
* A background in credit, collections or query management is strongly desirable
* Has a strong analytical and research skill to resolve issues and perform operations market analysis