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# Example of Client Services Representative Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of client services representative. 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 representative

* Answer multi-line switchboard directing calls appropriately and taking accurate messages
* Screen calls appropriately and announce if necessary
* Offer alternatives to caller if party is not available
* Keep track of clients in the facility and where they are located during sessions in order to facilitate incoming calls to them as needed, learning their names so as to address them correctly
* Be aware of the front lobby at all times so that anyone that enters is greeted verbally or by a smile
* Ensure couriers and delivery people are stopped and directed to the vault
* Maintain and stock kitchen with supplies
* Assist Office Manager with duties as needed
* Oversee various reports
* Assist with candidate screening

## Qualifications for client services representative

* Provide administrative report as necessary
* Assist with system updates
* Screen and announce calls to Directors and Sales personnel
* Determine when calls should be directed to voicemail
* Status callers on hold within a respectful timeframe and offer an alternative such as voicemail
* Keep track of clients in the facility, where they are located during sessions so as to facilitate incoming calls to them as needed