Downloaded from <https://www.velvetjobs.com/job-descriptions/client-services-representative>

# Example of Client Services Representative Job Description

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

## Responsibilities for client services representative

* Looking for process improvements to reduce call volume and internal costs
* Handle escalated phone calls and possibly irate customers
* Use the various tools available to a CSR to check for possible alternatives, answers, and even use “out‐of‐the‐box” solutions to resolve their problems
* Suggest and look for internal process improvements
* Learn who the players are, how they can help, when to ask for help, and when to escalate to management
* Utilize multiple systems in one interaction
* May need to make outbound calls to vendors when necessary
* Successfully complete all identified customer service skill training courses
* Maintains at least the minimum quality score of monitored calls and emails and phone efficiency rating
* Meets or exceeds departmental productivity standards

## Qualifications for client services representative

* Minimum 6 years of work experience in customer service, logistics or order management process
* Flexible and adaptable to work in a global and multi-cultural environment
* Working experience in SAP sales order management, Siebel and Salesforce.com preferred
* Korean language (written and spoken ) is a must as this role will support the Korean partners and end customers as primary
* Fluent in [ Chinese language] (preferably mother tongue) and English
* Minimum 3 years of relevant work experience in customer service, logistics or order management process