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# Example of Client Services Representative Job Description

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

## Responsibilities for client services representative

* Represents Client Services organization on global projects
* Conduct regular service reviews with IM/Clients, following up on actions points and service enhancement requests
* Monthly review of key performance indicators (KPIs/CRC’s) by required deadline
* Monitor client needs helping to ensure correct resource allocation
* Ensure all claims are investigated and resolved within required deadline
* Ensure weekly claims reporting is provided to all IMs and Clients
* Ensure failed transaction and pre-matched reports are provided to all IMs and Client by required deadline
* Assist with training for all new team members
* Act as deputy to Team Leader providing pro active assistance with day to day team management
* Lift and carry boxes and other items that weigh up to 25 lbs

## Qualifications for client services representative

* Collaborate with Stylists and Global VIP Personal Stylists to ensure that every team member adopts a customer-centric approach
* Identify ways to personalize the experience of every customer and escalate to Senior Stylists and the Global VIP Personal Stylists when necessary
* Ensure Client Services processes and procedures are adhered to at all times
* College degree in the area of specialty and at least 2-5 years of experience in sales
* Experience in Direct Mail and Digital Marketing a plus
* Ability to elicit cooperation from a wide variety of sources, including upper management, clients, contractors, and other departments