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# Example of Client Services Job Description

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

## Responsibilities for client services

* Provide excellent customer care to all customers
* Production of high quality and accurate client documentation, in local languages in a timely manner
* Maintaining a professional approach to all duties and maintain client confidentiality
* Taking responsibility for any tasks performed for and on behalf of the department
* Maintaining flexibility within the team, assisting colleagues and other departments where possible and if workloads demand
* Contribute to the team and departmental productivity targets so that the agreed SLA is achieved and a high level of customer service is provided
* Reviews all incoming mail and fax pieces, sorts and distributes to licensed Agents for completion
* Verifies coverage and completes forms required by mortgage companies and other lienholders to verify insurance coverage
* Completes back-office insurance tasks such as abeyance follow up, data entry to complete two-term transactions, re input of data to create a new policy from an old policy
* Processing of all mail/faxes, which do not require giving advice to a client (i.e., holding an insurance license)

## Qualifications for client services

* Run reporting via Tram for Sales
* Strong knowledge of internal systems
* Ability to coach, mentor, and motivate team
* Occasional overtime, evening, and weekend and on-call hours will be required based on client/event support requirements
* Apple OSX Yosemite and iOS 8
* Hardware (PC and Apple hardware)