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# Example of Customer Consultant Job Description

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

## Responsibilities for customer consultant

* Conduct virtual meetings, trainings and knowledge transfer sessions according to Customer Success methodology
* Maintain a high level of professionalism, empathy, and business acumen across multiple customers at one time, connecting, trends and themes as you go
* Simultaneously prioritize for the best customer experience and while also staying keenly aware of how to drive retention across the entire customer base
* Primary customer interface to end users
* Responsible for the development of new business and new relationship in pursuit of growth for HBS
* Establishing and owning the plans and strategies aimed at expanding the sales volume within HVAC, security, CCTV, Access Control and Fire Detection as integrated and connected solutions and services, IoT oriented with high financial engagement
* Partner with new and existing end users, establishing relationships & maximizing the business potential for both parties
* Deliver reliable solutions to our customers with a sense of urgency and sound judgment Drive the sale of Rogers products and services by consistently meeting/exceeding individual sales targets
* Identify additional service needs during customer service calls
* Maintain team and site level awareness of quality, productivity and efficiency

## Qualifications for customer consultant

* Self-motivated and able to work independently, within a team
* Working within the Member Assistance contact center, investigate, consider and pre-authorise treatment globally
* Complete eligibility verification, escalate medical information to Clinical Case Managers, determine coverage, identify discrepancies, and apply all cost containment measures including identification of opportunities for subrogation and recovery
* Triage and prioritise caseload considering urgency, geographical location and service level
* Take ownership for progression of own caseload, maintain communication, remove barriers, avoid delays
* Follow appropriate escalation process for high dollar claims