



Example of Associate, Client Services Job Description

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Our company is looking for an associate, client services. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for associate, client services

- Be able to represent program to client, manage client relationship and lead presentations
- Interact with 3rd party vendors as part of program's business requirements
- Manage administrative duties including interviewing and hiring, personnel issues, time management and recording, training, performance appraisals and salary and bonus administration in coordination with HR
- Conduct regular, strategic program assessments to identify potential program enhancements, changes and opportunities
- Portfolio operations central point of contact for investment teams and other internal stakeholders
- Provide back-up to Internet Banking
- Answer call from client's franchisee offices
- Determine applicable workers compensation classification code and rate
- Advise caller of code and rate or refer to Client Risk Management Department as applicable
- Interfaces with customers to resolve 1st and 2nd tier/escalated customer service issues

Qualifications for associate, client services

- Must have strong English written and verbal skills, command of basic grammar and diction appropriate to an IT Support Center and clear and pleasant speaking voice

situations and satisfy the customer's expectations are necessary

- Must have excellent computer literacy and computer operation skills, ability to effectively read and make use of information in small type down to 5pt typeface, utilize computer displays for 8+ hours a day, read serial numbers from equipment labels
- Excellent phone skills and phone operation skills, ability to use corporate PBX phone and ACD systems such as Avaya for 8+ hours per day using a headset or wired/wireless headset is essential
- Must possess ability to function effectively in a sometimes high-pressure environment and project a positive attitude and handle customer situations with professionalism and tact, drive to meet or exceed all established goals or SLAs
- Technical knowledge of all software, hardware, and web-based systems such as Windows, Macintosh, iPad, iPhone, BlackBerry, Lotus Notes, Showcase, and so on is a plus