



Example of Client Service Administrator Job Description

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Our growing company is searching for experienced candidates for the position of client service administrator. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for client service administrator

- Support Account Managers in managing a wide range of transactions for international and domestic clients
- Work with Loan Administration team to monitor debt service payments
- Monitor transactions to verify borrowers' compliance with governing documents and reporting requirements
- Interface with various internal departments such as Operations, Business Control and Compliance
- Ensure that all weekly, by-monthly and monthly reporting and systems updates are reviewed, approved and complete
- Ensure excellent service is provided to all clients
- Manage risk through strict adherence to internal policies and procedures
- Analyze and document each case previously received Attend and solve the frequent inquiries from our customers
- In this position, you will have the opportunity to demonstrate your outstanding customer service, negotiation and troubleshooting skills by providing superior support through daily verbal communications
- Provides assistance with terminal return and buyback escalations, manages equipment deployment for temporary events/escalated merchant situations and handles the Alliance Policy Management for replacements, swap encryptions and reprogramming fees

Qualifications for client service administrator

- Broad knowledge of MS Windows, Networking & Firewalls is a must
- Overtime may be required if dictated by work
- Expert knowledge of terminal products and error messages
- General knowledge of TSYS Express
- Knowledge of MSA/Remedy/Merchant Manager