



# Example of Client Service Administrator Job Description

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Our innovative and growing company is looking to fill the role of client service administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for client service administrator

- Working as part of a team on own initiative
- Document Management Support
- Manage the IS Inactive process for PRA ensuring account exceptions are kept within 2% of the total book each month and work to actively drive down the number of new accounts falling into the report
- Research IS Inactive accounts each month using Annual reports, Status Files and Insolvency Service data IP contact
- Update the TIX platform with all responses provided and process any status changes
- Complete monthly insight reporting for PRA each month detailing IS Inactive results and performance trends
- Attend the PRA call each month to discuss the IS Inactive process
- Support the overall Client Reconciliation process
- Deal with client queries and requests appropriately and within agreed timescales
- Work with Team Leader and Senior Ops to improve performance across operations and identify opportunities to improve overall client satisfaction

## Qualifications for client service administrator

- Applicants will be required to pass RCMP Enhanced Security Clearance
- Maintain and improving the UK & Irish Websites

- Organised, with an ability to multi-task
- A focus on providing the highest level of service possibly