



Example of Client Service Administrator Job Description

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Our company is growing rapidly and is looking for a client service administrator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for client service administrator

- Communicating effectively with internal client
- Assist with additional travel arrangement visa requirements, document preparation (if necessary)
- Booking of flights and hotels as per project policy
- Take charge of overall scheduling of key meetings, work trips
- Communicates effectively with clients and third parties keeping them informed of change/issues Understands client needs, expectations and behaviors and provides the appropriate materials/responses to meet those needs
- Understands evolving needs of clients
- Assists with onboarding new clients
- Supports the Sales Executive in activities such as meeting follow up, client/prospect inquiries, meeting scheduling, prospecting activities (research, qualifying,) and attendance at industry/client events (conferences, seminars,), if needed
- Monitors key team metrics and controls and reports findings to team managers
- Participates in special projects, including cross-functional teams/initiatives and performs other duties as assigned

Qualifications for client service administrator

- Fluent in English and French is absolutely necessary
- Requires basic knowledge of plan and contract documents, manuals, procedures, and company products and services
- 2+ years in an administrative role preferred
- Ability to listen to understand the big picture and articulate the value of the service and how it impacts plant performance
- Can provide and receive a balance of pinpointed positive and constructive feedback to and from anyone