



Example of Client Service Analyst Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of client service analyst. 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 analyst

- Strong Microsoft Office and Windows experience
- Money Transfer and / or Customer Service experience (beneficial)
- A comprehensive understanding of the Society for Worldwide Interbank Financial Telecommunication (S.W.I.F.T) (beneficial)
- A team player with an appreciation of customer focus and good quality service
- Able to work under pressure and handle multiple priorities
- Knowledgeable in financial services products (beneficial)
- Knowledgeable and aware of risk (beneficial)
- Experienced in on-boarding clients or network management (beneficial)
- Fluent in other European languages (beneficial)
- Ensuring clients and prospects can access information in a broad set of institutional and retail databases

Qualifications for client service analyst

- Updating and further enhancing marketing and product materials
- Maintaining integrity, quality, and timeliness of content on various websites
- Assisting in client/prospect email communication and event coordination process
- Proficient in Microsoft Office, Adobe Acrobat & Salesforce experience a plus
- Analyst is responsible for resolving trade differences, respond to client

- Requires strong computer skills including ability to analyze data from various sources, interpret various data structures, mainframe and common PC based software packages including MS Access, Excel, Word, and PowerPoint