



# Example of Client Service Representative Job Description

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Our innovative and growing company is looking for a client service representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for client service representative

- When requested, receive incoming and place outgoing calls to Clients to obtain required information by Operations Division and to resolve any issues and concerns
- Handle all customer inquiries and follow-up within a timely manner via phone, e-mail
- Check voicemail and fax when entering office/throughout the day, and make sure all customer support is taken care of by end of day
- Communicate and coordinate with internal departments as needed to completely fulfill duties
- Handle repair requests/create RMA's when customers are reporting issues with their product
- Proactively engage with clients in the branch and deliver an outstanding service experience through completing transactions, and by identifying sales and referral opportunities
- Manage reports daily
- No sales involved
- Executes administrative duties as assigned
- Focus on education and demonstration, leverage technology to deliver a memorable client experience, drive sales and retain business

## Qualifications for client service representative

- Familiarity with Financial Markets a plus
- Client service experience preferred, not required
- College Degree AA or higher required
- Basic knowledge of ultrasound, human anatomy, medical terminology or willing to learn for the success of this position