



# Example of Client Service Job Description

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Our company is searching for experienced candidates for the position of client service. 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

- Maintains performance standards and expectations while contributing to department initiatives
- Completes necessary training and keeps up-to-date on changes in processes or information necessary to do the job
- Identifies opportunities and issues to ensure continuous improvement
- Collaborates with other team members to achieve appropriate resolutions
- Primary focus of role is marketing and business development
- Utilizes strong interpersonal skills while screening new client prospects, developed through leads, referrals, and cold calling to determine suitability for addition to group
- Research and documentation of potential client prospects and money in motion
- Greets all customers and guests upon entering Design Center and provides appropriate assistance
- Learns and uses language of design and home furnishings to assist clients in getting oriented to the store
- If Design Consultant is not available, provides customer service by directing clients on a tour of Design Center, reviewing style book, lifestyle projections, and/or booking appointment with a Design Consultant

## Qualifications for client service

- Bachelor's Degree Insurance/Risk Management preferred
- Minimum of a BA/BS degree or experience greater than 4 years
- Analytical ability, initiative and persistence
- 3+ years in a similar role (including creating recommendations and providing advice)