



# Example of Client Services Consultant Job Description

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Our growing company is searching for experienced candidates for the position of client services consultant. 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 services consultant

- Manage day-to-day relationship with Service Provider to ensure the effective delivery of outsourced services
- Perform capacity and demand planning with Service Provider and Governance team – Forecast customer demand for all in-scope and new services
- Collaborate and acts as a liaison with client's Third Party Administrator to assist with problem resolution and trouble shooting
- Provide exceptional customer service to ongoing customer delivery and client satisfaction
- Coordinate and facilitates client meetings, in person or via conference call, and prepares materials, agendas and presentations
- Participate in client account audits and strategic planning process
- Partner with Financial team in completion of client reports
- Assist in facilitating the execution of contracts to ensure compliance
- Partner with Proposal Unit to research and respond to RFP questionnaires
- Maintain updated Standard Operating Procedure (SOP) for day-to-day procedures

## Qualifications for client services consultant

- Fluency in English, Putonghua and Cantonese
- A Bachelor's degree in Computer Science, Engineering or equivalent or demonstrated skills and/or related experience

- Working knowledge of current Microsoft Windows operating systems (client and server platforms)
- A background in credit, collections or query management is strongly desirable
- Has a strong analytical and research skill to resolve issues and perform operations market analysis