



# Example of Client Services Specialist Job Description

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Our company is hiring for a client services specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for client services specialist

- Will be required to work onsite at the project site
- Process enrollments, that could include bid deduct calculation, and forward to data entry center for processing
- Communicate with the owner on a daily basis to keep them apprised of the status of the CIP Program, any issues with Claims which are handled by Broker sub-consultant, Orientation & Safety which is handled by another Broker sub-consultant, and Contactor Drug Testing & Background Checks which are handled by the owner's sub-consultant
- Ensure the owner has any and all information they need to be able to present the status of the program to various stakeholders and other interested internal parties
- Be available to the Prime Contractors at all times to ensure that when there are issues with any part of the enrollment, orientation and drug testing and background check process they can be quickly resolved
- Work with Underwriting regarding any enrollment issues or to streamline enrollment processes
- Process CIP Exclusions for subs that meet the criteria to be excluded from the CIP Program
- Be available to Enrolled and Excluded Contractors at all times to answer any questions that come up during the enrollment process and facilitate their easy and quick enrollment in the CIP Program to get them on site and to work as quickly as possible
- Communicate with the Prime Contractors, their subs that are in the CIP and their awarding contractors updated on the status of their subs and what is

## Qualifications for client services specialist

- Bachelors' degree required, with emphasis in Business Management or Insurance/ Risk Management preferred
- Futures knowledge preferred
- 2+ years of Personal Lines insurance experience, ideally within the carrier or brokerage environment preferred
- Experience working within a luxury brand or luxury environment preferred
- Specialist knowledge of working with luxury fashion Accessory product categories
- Participate in Claims Reviews as required