



Example of Client Services Job Description

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

Responsibilities for client services

- Provide excellent customer care to all customers
- Production of high quality and accurate client documentation, in local languages in a timely manner
- Maintaining a professional approach to all duties and maintain client confidentiality
- Taking responsibility for any tasks performed for and on behalf of the department
- Maintaining flexibility within the team, assisting colleagues and other departments where possible and if workloads demand
- Contribute to the team and departmental productivity targets so that the agreed SLA is achieved and a high level of customer service is provided
- Reviews all incoming mail and fax pieces, sorts and distributes to licensed Agents for completion
- Verifies coverage and completes forms required by mortgage companies and other lienholders to verify insurance coverage
- Completes back-office insurance tasks such as abeyance follow up, data entry to complete two-term transactions, re input of data to create a new policy from an old policy
- Processing of all mail/faxes, which do not require giving advice to a client (i.e., holding an insurance license)

Qualifications for client services

- Ability to coach, mentor, and motivate team
- Occasional overtime, evening, and weekend and on-call hours will be required based on client/event support requirements
- Apple OSX Yosemite and iOS 8
- Hardware (PC and Apple hardware)