



Example of Client Support Specialist Job Description

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Our company is growing rapidly and is looking to fill the role of client support specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for client support specialist

- Advise/educate clients within procedural guidelines to ensure a complete solution to their technical or service questions
- Maintain customer contacts to enable accurate tracking and reporting
- Process in-house ticket requests
- Provide onsite event support, and rotating after hours office support
- Own, manage and execute specific critical tasks related to client launches and client maintenance ensuring all timelines and client contractual deliverables are met
- Research client escalations
- Manage non-routine client requests
- Update and enter information into CRM and other company systems to ensure accurate customer records and information regarding issues in progress and resolutions
- Respond, research and resolve incoming inquiries from test centers via phone and e-mail in a timely, professional and efficient manner
- Follow issues through to resolution, ensuring complete and accurate documentation of issues, escalations, decisions and outcomes

Qualifications for client support specialist

- This person is risk aware, identifies risks and helps to develop better and more effective tools and processes to mitigate them
- Experience in a Human Resource, Payroll and/or Client Service environment

in this role

- Significant ADP software knowledge (desirable)
- Ability to analyse root cause of issue for client and translate into non-technical language
- Ability to multitask and organise a large volume of concurrent work in order to achieve productivity targets