



Example of Specialist Consultant Job Description

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Our company is growing rapidly and is looking for a specialist 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 specialist consultant

- Process quality review on all cash transactions
 - Coordinate, organize and provide training for new employees along with providing direction on new processes and procedures
 - Identify opportunities to improve customer service and exceed client expectations by conducting proactive analysis and developing and implementing customized solutions
 - Identify improvements to increase quality, accuracy, and/or consistency, and communicating possible improvements to direct supervisor
 - Provide solutions and recommendations to the Remittance Associate and Consultant level
 - Develop and maintain strong customer service relationships and successfully interpret and communicate complex information to others with various levels of experience
 - Negotiate escalated items in the absence of management and act as a resource for the team
 - Collaborate with management to provide feedback on team goals and objectives
 - Provide technical support and troubleshooting of the remittance related processes
 - Facilitate participant enrollment process, working directly with potential participants and walking them through the enrollment process from start to completion
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- Experience with Teradata RDBMS, Aster and Hadoop platforms
- Ability to work in a UNIX operating system environment
- Ability to work in a Z/OS mainframe environment
- Registered Series 7, 63
- Problem solving and troubleshooting skill
- At least a BS or BA in Communications or Marketing Preferred