

JD For Client Service Specialist

Job Title: Client Service Specialist

Company: [Company Name]

Location: [City, State]

Job Description:

The Client Service Specialist will be responsible for providing exceptional customer service and support to clients. The individual in this role will be responsible for managing client relationships, resolving customer issues, and ensuring a high level of customer satisfaction.

Key Responsibilities:

- Act as the primary point of contact for clients and manage client relationships
- Respond to client inquiries and resolve customer issues in a timely manner
- Provide support and assistance to clients on company products and services
- Collaborate with other departments to resolve customer issues and ensure customer satisfaction
- Develop and deliver presentations to clients
- Keep up-to-date with industry trends and competitor activity
- Meet or exceed customer satisfaction and retention goals
- Provide regular feedback to management regarding client needs and issues

Competency Requirements:

- Strong verbal and written communication skills
- Strong relationship-building and networking skills
- Strong problem-solving and analytical skills
- Ability to work independently and as part of a team
- Strong attention to detail
- Ability to work in a fast-paced, customer-focused environment

Qualifications:

- Bachelor's degree in Business, Marketing, or related field
- 2+ years of experience in a customer service or account management role
- Experience with customer service software and databases
- Familiarity with company products and services is a plus
- Strong understanding of customer service principles and practices