

Client service specialists provide high-quality service in response to complex, technical, or second-tier issues. They settle complaints, often from difficult customers, by gathering information and answering questions. Client Service Specialists work to ensure customer satisfaction by balancing quality of service and speed of response. Although they are usually responding to current customers, Client Service Specialists may not have an existing relationship with the individual who requires service.

Example positions

Customer Service Representative, Help Desk Technician, Customer Relations Specialist, Financial Customer Service Representative, Network Support Specialist, Benefits Specialist, Member Service Representative, Representative, Roving Teller, Teller

COMPETENCIES

Service focus – They place great emphasis on creating customer loyalty by ensuring the highest value of service is always provided and by delivering on commitments to the customer.

Information seeking – They have an underlying curiosity and desire to know more about things, people, or issues. They go beyond routine questions and dig for exact information to resolve discrepancies.

Composure and resiliency – They are able to deal effectively with pressure, recover quickly from setbacks, and remain optimistic and persistent even under adversity. They are also able to maintain self-confidence and avoid overly emotional responses in tense or difficult situations.

Communicating – They provide the information required by others in a concise, direct, and unambiguous way. They strive to ensure that the receiver clearly understands the specifics of their message and they are able to listen to, receive, and understand messages conveyed by others.

Conflict management – Client Service Specialists address problems openly and objectively and bring substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner.

Analytical thinking – They have the capability and the inclination to identify and synthesize information from diverse sources by looking for patterns in data, making connections between seemingly unrelated events, and understanding how different parts of a system are interdependent.

Accountability – They take responsibility for their own performance and accept full ownership of issues, problems, and opportunities regardless of the source. They work in a careful and organized manner, pay attention to all pertinent details, follow through on commitments and promises, and build trust through reliability.

Time management – They are able to manage multiple responsibilities by being organized and keeping on top of important time sensitive tasks.

Representative behaviors

- Ensures all actions and decisions are supportive of service to the customer as well as in the best interests of the company
- Asks insightful questions of others in order to gain deeper understanding of issues
- Bounces back quickly from disappointments and mistakes
- Maintains a constructive, open dialogue with others
- Works to obtain a good understanding of the root causes of a conflict
- Recognizes problems, issues, and opportunities
- Stays on top of open issues and opportunities in order to drive them to closure
- Plans own time and schedules activities to ensure achievement of goals



