

## **Client Service Representative**

**Job Description:** Serves clients by providing billing and service information. Assist office staff in completing new applications and files be processed in a timely manner. Bilingual in Spanish is a must.

### **Duties:**

- Welcomes clients by greeting them, in person or on the telephone; answering or referring inquiries.
- Maintains office and work area neat.
- Prepares new business files by collecting client information.
- Processes files and faxes
- Provides information by answering billing questions and requests.
- Maintains all files in an orderly manner.
- Courteously calls on pending appointments.
- Calls clients to remind them of missing documents for our files.
- Attracts potential clients by answering service questions; suggesting information about other products and services.

<b>Skills:</b>
-Customer Service, Positive Attitude, Telephone Skills, Verbal Communication, Bi-lingual in Spanish preferred, Problem Solving, Organized, Professionalism, Heavy phones, Multi-tasking, Microsoft Office, Email, Fax and Copy Machine.