

## CLIENT RELATIONS & CLIENT SERVICES

September 2021

Job titles for positions in this area can vary according to the nature of the business and the work performed.

Positions in **Property Management** include “Leasing Agent”, “Leasing Consultant”, “Tenant Coordinator” “Resident Relations Associate” “Resident Services Coordinator” and “Condominium Director”

An employee in a **City or other Government Entity** could be called a “Community Relations Manager” or “Community Liaison Specialist”

An **Advertising Agency** or **Software Development Company** may use the job title “Client Success Specialist” or “User Facing Specialist” or “Customer Engagement Coordinator”

**Investment and Wealth Management Services** need “Client Account Specialists”. “Registered Client Service Associates” have passed licensure.

**Hotels and resorts** hire “Guest Services Associates”, “Guest Experience Specialists” “Concierge Services”,

**Banks and other Financial Services Providers** seek “Relationship Bankers” and “Personal Bankers” as well as “Investor Services Associates” and “Member Service Representatives”

**Health Maintenance Organizations** employ “Member Support Representatives”

**Insurance Companies** recruit “Claims Agents”, “Claims Processers” or “Claims Representatives”

**Law Firms** need “Client Account Specialists” and “Case Assistants”

**Retailers** hire “Retail Sales Consultants”, “Sales Associates” “Team Members” “Personal Shoppers”

**Airlines** hire “Reservation Agents” “Client Services Agents” “Customer Assistance Representatives”

**Utilities** hire “Customer Service Representatives” “Public Information and Communication Officers”

**Hospitals** need “Patient Service Representatives”, “Admitting Representatives” as well as “Provider Relations Representatives”

**Manufacturers and Business Services Suppliers** need “Inside Sales Staff” and “Account Associates”

**Human Service Agencies** hire “Case Workers” “Community Engagement Specialists” “Intake Staff”

**Communication Services** hire “Technical Customer Service Representatives”

An **Arts Organization** may bring a “Client Relations Associate” or “Subscriber Services Specialist” as well as a “Box Office Associate” on staff

**Business Services Owners** need “Customer Relations Specialists” or “Client Service Agents” and perhaps “Vendor Relations Associates” to grow their businesses.

**Educational Organizations** hire “Student Advisors” “Student Support Services Coordinators”, “Student Activities Coordinators” and “Education Service Coordinators” “Recruiters” & “Admission Representatives”